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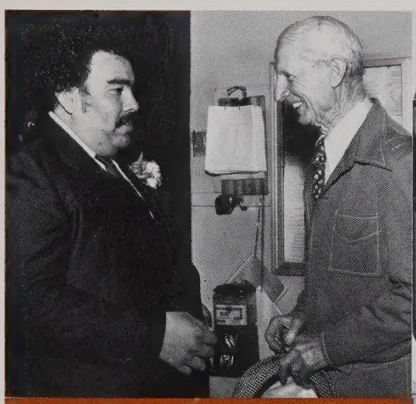
Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



New Year nuptials: Drivers wed on bus

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FEB 16 1982

UNIVERSITY OF CALIFORNIA

Our Stockholders' Write

This is the season to be thankful for our many blessings. One of mine is the AC Transit here in Concord.

I am a senior with slight handicap and use the 304, 305 and 307 Lines regularly. The drivers on these routes have got to be the best in the country, carrying many seniors.

David Brooks is especially fine, always cool, calm and considerate, stopping at the curb for easy getting on or off bus. I cannot speak too highly and wish to give special thanks at this time to him and others like him.

Mrs. Helen Mirsky
Concord

* * *

I wish to commend Driver *Barbara C. Young*. Recently, shortly after I boarded the bus, this driver determined that a passenger was creating a disturbance to other passengers and should be removed. She stopped her bus on 20th Street, across from Kaiser Center, and signaled the AC Transit supervisor there. Within a few minutes, the disorderly person was removed by the security people and we proceeded on our way.

I feel that a driver with her courage and determination should be applauded for her concern for the passengers' safety and comfort.

Donald M. Clarke
Oakland

* * * * * * * * *

In these days when there is so little concern for others it is refreshing to meet a man who cares. I would publicly like to thank one of our AC Transit drivers, Mr. *J.J. Williams* on the 91 Tennyson Line, for his honesty and thoughtfulness.

I left my purse on his bus and had it back that same evening with all its contents intact. Thank you, Mr. Williams.

Rose A. Bennett
Hayward

How I wish you would give a medal to Driver *J.V. Holmes*.

The bus was on University Avenue in Berkeley when the driver stopped, went to the back of the bus and requested that a group of youths extinguish their cigarettes. The driver then returned to his seat and proceeded. The driver then stopped the bus again and returned to the back of the bus where he again requested, this time in even more confident and certain tones, that the youths should extinguish their cigarettes.

There are many reasons for insisting that people observe the rules on buses; we are aware of the safety rules. Another reason is that it is very bad for these youths to grow up thinking that rebellion and helping to make themselves feel less miserably unimportant can be accomplished by just going through life breaking the rules. They need a lot of things — for one, a society that can offer them hope that they are not just society's rejects from the moment of birth. But one of the other things they need is to learn that they won't get away with rebelling in the way that just tears down other people's rights (such as the right to breathe).

That bus driver helped those kids, and it is always dangerous for a bus driver to insist on the rules.

L. Allen
Berkeley

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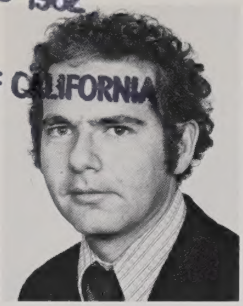
Jean Holmes assumes Board presidency

FEB 16 1982
UNIVERSITY OF CALIFORNIA

President Jean Holmes



Vice-President Michael Fajans

Jean Holmes — appointed to the Board of Directors in 1977, then elected to a seat the following year — was named President of AC Transit's policy-making body at the January 13 Board meeting. She had served as Vice President during the past year.

The Ward 5 Director (Fremont, Newark, Hayward and adjoining unincorporated areas) was elected to a one-year term by fellow board members at their first meeting of the year. She succeeds Roy Nakadegawa, Director-at-Large.

The Board's choice as Vice President for the year is Michael Fajans, appointed a Director in 1979, then elected to a seat in 1980. He represents Ward I, which encompasses portions of Berkeley and Oakland.

Holmes owns and operates a business in Fremont, where she makes her home, and has been active for many years in Southern Alameda County civic affairs. She was serving as chairman of the Fremont Planning Commission, among other public and political involvements, at the time she was appointed to fill a vacancy on the Board.

Fajans, a Berkeley resident, is an urban planner who also has been active in civic groups, including the Berkeley Ad Hoc Transportation Committee and Berkeleyans for Fair Traffic Management.

System's salute to patrons

Seasonal festivities at the Transbay Terminal are a tradition, aided this year by St. Nick (Jim McCracken, Treasury) and a helper (Bessie McLen, Seminary Division).

Board approves revised transfer policy

A revised and greatly simplified transfer policy was adopted by Directors in late December, with implementation planned for Sunday, April 4.

Under the new policy, which was developed after considerable study and input garnered from a November, 1981, public hearing, the first transfer still will be free upon payment of proper fare.

Subsequent transfers to complete a single trip would be issued, on request only, after payment of an additional amount equal to one-half of the rider's base local fare.

Riders who frequently or regularly use many buses to make their trips will be provided options other than cash fares — particularly the Monthly Pass, now available to adults and soon to be available to senior citizens, handicapped riders and students.

A particular plus for riders under the new policy is that there will be no restriction on direction in which the patron may travel — a change which eliminates a cause for rider confusion in the present, complex transfer system (it allows the rider to continue "... in the same general direction..." only).

The policy revisions are designed to yield simpler, more readily understood on-bus procedures, a benefit to both rider and bus driver. Additionally, actual operation of the simplified transfer system will be much less costly than the present transfer structure.

'Nuts-and-bolts' details of the revised policy will be released to bus riders and drivers in the coming weeks prior to the April 4 effective date.

United Way total increases

November's in-house United Way campaign garnered $14,827.92 — a 27% increase over the 1980 figure.

The annual drive aids the United Way's financial support of a wide range of community organizations. Employee donations take the form of cash contributions or payroll-deduction pledges.

This year saw Seminary Division's Transportation employees contributing the greatest dollar amount ($6,606.12) and that same division's Maintenance group registering the highest percentage of participation (92%).

Horse racing enthusiasts Will enjoy coach service

AC Transit will launch special "Pony Express" service for patrons this year on February 9 as buses deliver horse racing fans to the grandstands at Golden Gate Fields in Albany.

Fares will remain the same as last year, with local patrons using Line 94-Golden Gate Fields for 50 cents. Transbay riders will pay $1.75 each way between the Transbay Terminal in San Francisco and the track. No transfers will be accepted or issued, and senior citizen, handicapped and youth discounts are not given.

AC Transit monthly passes, however, are valid on local Line 94 and Line L to Gilman Street, but not on special transbay buses to the track.

"Pony Express" service begins approximately two hours before post-time on racing days.

TRACK TREK—Driver George Tercero, Emeryville Division, passes the word about upcoming service to the track to Don Farber of Golden Gate Fields.

What the Press is saying about transit

The Daily Review

Fragmenting transit

IF ANYONE knows a good reason for fragmenting Bay Area transportation into dozens of small and independent districts, we haven't heard it • • •

In Fremont, some council members are agitating for legislation to permit the city to withdraw from AC Transit.

In Contra Costa County, a new transit district has already been formed and is preparing to replace the AC Transit service that now provides bus transportation for a wide area between Martinez and Walnut Creek.

The inefficiencies of such deannexing and splitting off should be apparent: Each new district needs its own set of managers and commensurate management salaries plus its own rolling stock and maintenance facilities that would duplicate in large part existing facilities and equipment.

All this fragmenting may be necessary to satisfy the egos of those who make meaningless fetish of "local control" or have personal ambitions for creating their own transit fiefdom. But it doesn't make many contributions toward improving public transportation anywhere in the Bay Area.

As gasoline prices continue to increase, the incentive to motorists to switch to public transportation will grow, and if the service can be delivered in an efficient manner, then public transportation can in fact build a better business.

Vice Mayor Jan Stillwell is leading the deannexation movement in Fremont, alleging AC Transit's indifference to public complaints of service deficiencies, but she offers no current examples of service shortcomings to back up her demands.

Mayor Leon Mezzetti, whose concern about the service complaints prompted him to support Stillwell's lobbying efforts, now says everything is OK. He sees no need to encourage passage of a bill by Assemblyman Alister McAlister, D-Fremont, that would permit the deannexation.

That's good news, for any legislative or local action on transit should be in the direction of consolidation, not deannexation.

Even limited progress for the McAlister measure would serve to discourage any grass roots movements to establish local bus service where none now exists outside the AC Transit district boundaries.

AC Transit now provides, under contract with BART, a rather skeletal service to BART stations in Walnut Creek and Hayward. Little local service is available except in Livermore where the local RIDEO bus system operates.

If the burgeoning populations of the Livermore and San Ramon valleys are ever to get satisfactory local service — service that simply connects the major cities — it'll probably be accomplished by joining with the AC Transit district as did voters in Fremont, Newark and Union City in 1974.

In contrast, we're curious to see what magic the newly formed CCCTA will use to improve existing AC Transit service when it takes over the latter's routes.

In the interests of efficiency and maximum cost control, let's make the best use of existing transit management and operating know-how. AC Transit should run the buses. BART should run the trains. Whatever money is saved through consolidation could be used to buy more buses or more BART trains.

"Driver, do you take this Driver?" is the question during onboard nuptials

ARTICULATED VOWS — Saying "I dos" in the bend-in-the-middle of an articulated bus this month were AC Transit drivers Joyce Stephenson and Victor Ramos, Jr. From Richmond Division, the wedding coach went to Kennedy Grove Park, for the vows, then to the yard for the reception.

THE COVER — Marching down the aisle for one January bride meant the aisle of an articulated bus (Joyce Stephenson and Victor Ramos, Jr., bride and groom, are AC Transit drivers). The onboard site proved particularly tight when newspaper and TV reporters showed up. Nevertheless, it had all the elements of the usual wedding: bouquets, a beaming bride and groom (larger photo), and best wishes being offered by one and all including (smaller photo) AC Transit Director William E. Berk.

CHARTERED BUSS—It's not every day that bus driver marries bus driver with bus drivers as attendants. It's even more unusual when the couple is married inside a bus by an ordained minister (Sam Clark) who also is a bus driver. As in more conventional nuptials, however, the couple headed for the reception afterwards. But in a bus, of course.

Thomas Lawson, veteran driver, dies

Thomas W. Lawson, Jr., 57, an Emeryville Division driver, died following a heart attack December 24. He had been an employee for 29 years.

Lawson apparently became ill while operating his Line E-San Francisco bus. He had activated an emergency alarm and pulled the vehicle to the curb at 47th and Grove Streets, Oakland. He was taken from the scene to Providence Hospital but was reported dead on arrival.

A resident of Richmond, Lawson is survived by his mother, Alice E. Lawson and sisters, Mariam Lawson and Ivril Holeyfield.

The retirement round-up

- **Russell L. Beninger,** Superintendent, Charter Service, 35 years.
- **Larry Felty,** Driver, Emeryville Division, 13 years.
- **Bob Gettys,** Assistant Risk Manager, 11 years.
- **August Giuliani,** Driver, Emeryville Division, 20 years.
- **Carl Glover,** Driver, Newark Division, 16 years.
- **Stanley A. Hall, Jr.,** Maintenance, Emeryville Division, 25 years.
- **Wilma Morgan,** Driver, Richmond Division, 31 years.
- **Daniel F. Quinlan,** Driver, Seminary Division, 30 years.
- **John E. Self,** Driver, Seminary Division, 21 years.

New Employees

Paul Anduja
Transportation
Emeryville

Marilyn Barrett
Transportation
Seminary

Lois Bland
Transportation
Seminary

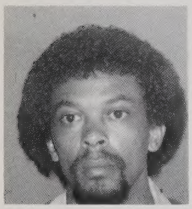
Joslyn Boatwright
Maintenance
Seminary

Carol Cameron
Transportation
Emeryville

Jimmy Cook
Transportation
Emeryville

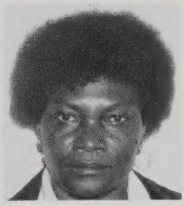
Clarice Crossland
Transportation
Emeryville

Timothy Dawkins
Maintenance
Seminary



Elbert Dillard
Transportation
Emeryville

Beverly Ellington
Transportation
Seminary



Shirley Griffin
Transportation
Seminary

Larry Hinkston
Transportation
Seminary

Esther Johnson
Transportation
Seminary

Jong Kim
Electrician
Emeryville

Eugene King
Maintenance
Emeryville

Rolando Lara
Transportation
Emeryville

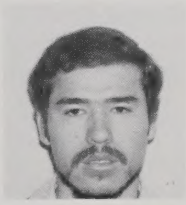
Fannie Lee
Transportation
Richmond

Laurrenne Lewis
Transportation
Richmond

Phillip Mendoza
Maintenance
Newark

Paula Miller
Transportation
Emeryville

Melvin Moore
Maintenance
Emeryville



Francisco Ornelas
Transportation
Emeryville

Dove Thompson
Transportation
Richmond

Gertrude Wilson
Transportation
Emeryville

Hodge Wilson, Jr.
Transportation
Emeryville

Actions of the Board

At an adjourned regular meeting November 25, the Board of Directors:

- Referred to management for evaluation all bids received for furnishing shop tools and equipment, on motion of Director McDonnell.
- Approved a series of service changes, on motion of Director Rinehart.
- Authorized General Manager to undertake market survey in Fremont and Newark, on motion of Director McDonnell.

* * *

At a regular meeting December 9, the Board of Directors:

- Authorized General Manager to participate in joint procurement of automotive filters and to advertise and seek bids for printing timetables and for the modification of two bus washers, on motion of Director Rinehart.
- Awarded contract to Gillig Corp. for 131 buses, on motion of Director Rinehart.
- Approved service modifications on Lines A and B and 80/81, on motion of Director Fajans.
- Approved specified health and welfare benefits for Board members on motion of Director Bettencourt.

* * *

At an adjourned regular meeting December 23, the Board of Directors:

- Approved award of contract to Oil Filter Service Company for furnishing automotive filters, in joint procurement with Regional Transit Association, on motion of Director Bettencourt.
- Approved award of contract to lowest responsive bidders for furnishing shop tools and equipment and authorized General Manager to purchase on the open market those items for which no bids were received, on motion of Director Bettencourt.
- Approved revised District transfer policy and signified intent to offer, as soon as possible, monthly passes for students, youths, and the elderly/handicapped, on motion of Director Holmes (see story, pg. 4).
- Approved minor schedule modifications on Lines 64 and 40/43, on motion of Director Fajans.
- Adopted resolution fixing and establishing District ward boundaries, on motion of Director Bettencourt.
- Authorized President or appointee to attend "Transit at a Crossroads" conference in Denver Jan. 7-8, 1982, on motion of Director Bettencourt.

Transit-Times

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ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
508 16th St., Oakland, California 94612
Telephone (415) 891-4777

BOARD OF DIRECTORS

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Ward V
MICHAEL H. FAJANS ..... Vice President
Ward I
RAY RINEHART ..... Director at Large
ROY NAKADEGAWA ..... Director at Large
WILLIAM E. BERK ..... Ward II
JOHN McDONNELL ..... Ward III
WILLIAM J. BETTENCOURT ..... Ward IV

MANAGEMENT

Robert E. Nisbet ..... General Manager
Lawrence A. Rosenberg ..... Assistant General Manager for Administration and District Secretary
Robert J. Shamoon ..... Assistant General Manager for Operations
Nathaniel A. Gage ..... Assistant General Manager for Finance
Glenn R. Andrade ..... Purchases and Stores Manager
Loren A. Ball ..... Transportation Manager
Richard H. Bertz ..... Maintenance Manager
Gregory L. Ford ..... Administrative Projects Manager
Richard A. Fratus ..... Controller
Ozro D. Gould ..... Risk Manager
Donald S. Larson ..... Research and Planning Manager
Richard W. Meier ..... Attorney for the District
Mike Mills ..... Marketing Manager
Gary D. Ogg ..... Personnel Manager
Warren E. Robinson ..... Transportation Engineer
John W. Rose, Jr. ..... Affirmative Action Coordinator

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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MAR 24 1982

UNIVERSITY OF CALIFORNIA

New Passwords to easy riding

Our 'Stockholders' Write

Somehow I never thought I could get the kind of understanding, cooperation, and efficiency from a public service organization that I got from you. This is a thank you.

I left my purse on an AC bus with $150 in it. I immediately called the police and they contacted your dispatcher. He called me back within 10 minutes; he contacted the right bus and told me how to meet the driver on his return trip. Much thanks to him.

A passenger had turned my purse in to the driver *(Rollie Apostoy)*, and I boarded to fill out a brief report, give I.D. and identify the contents of the bag. As I rode to the end of the line, I watched another woman come up to thank the driver for some courtesy he had shown her.

My biggest thanks goes to the unknown passenger who returned my bag with everything in it. But somehow I think the driver has some influence over the actions of those riding the bus.

Sandra Callahan
Oakland

* * *

I would like to congratulate Driver *C.J. Franklin,* a most humane person.

I ride his bus route many times a week. Recently, I went to downtown Oakland with this driver and in late afternoon I came home on his bus. I noticed there were so many seemingly disabled senior citizens riding, some with walkers and others that could hardly get on the bus. This driver was so very kind, helping them, adding a nice word and smile.

I heard several riders saying "What a nice driver".

Mary Lacy
Berkeley

I am writing to voice my concern about what I consider an unnecessary rudeness on the part of an operator.

On the morning of January 4 at about 7:55 a.m., during what we now know was one of the heaviest storms in years, the operator pulled in to the end of the line.

Four of us soaking passengers were eagerly awaiting his arrival as there is no shelter there. The driver pulled up to the stop, and having seen and ignored us, went about changing the signs on the bus; then he patrolled the bus, I suppose looking for lost items, trash etc. He then returned to his seat, slowly wiped the window with a paper towel, opened the side window and threw the towel and paper cup out of the window. One of my fellow waifs advised me that this driver always conducted himself as I observed. Finally after what must have been nearly a minute and a half he allowed us to board the bus.

After thanking the operator for his courtesies and for "trashing" the street I asked him for his identification number. His response was that I could write down the bus number as he would give me nothing.

On January 8, 1982, I had the misfortune of meeting the same operator, who did the same. Fortunately it was not storming and wet, just bitter cold. I truly am troubled by such unnecessary rudeness because I am a bus rider and have for twelve years enjoyed the general pleasant, safe and courteous service of AC Transit. Such experiences do none of us good.

David C. Lee
Oakland

(Ed. Note: See story, pg. 4)

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New categories added

MAR 24 1982

Family of Monthly Passes expands

UNIVERSITY OF CALIFORNIA

New additions to AC Transit's popular family of Monthly Passes make their appearance April 1, 1982. These new passes are designed to give senior citizens, certified handicapped riders and riders in the youth fare category the same convenience and assurance of a full month's rides that other patrons have known.

The entire family of passes, including the established adult Local and Transbay "show-and-go" cards, have a new look: a striking rendering of the long-familiar AC Transit logogram dominating a vivid, contemporary, colorful graphic layout.

On adult passes, the Transbay pass is differentiated by the word "transbay" and the zone number for which it is valid. Similarly, the new passes for seniors, handicapped riders and youth are distinguished by a colorful label for each type of rider fare.

All Monthly Passes are priced by the same formula: equivalent to a 40-ride (or 20-working-day) month with an additional ten percent discount. Thus, pass prices are Local Adult, $18; Transbay Adult, $36 to $54 (depending on zone); Local Youth, $9; and Local Senior Citizens and Handicapped, $3.60.

For that one monthly fare, the pass user may take unlimited trips on local bus service throughout the East Bay (west of the hills) without the need to hassle with exact change for fares or with transfers throughout the entire month printed on the face of the pass.

AC Transit has offered the convenience of "show-and-go" Monthly Pass use since introduction of the first Local pass in November, 1979, and the March, 1980, addition of a Transbay pass.

THE COVER — The three new additions to AC Transit's 'family' of Monthly Passes illustrate the distinctive yet practical result of a complicated planning process. Some of the considerations: the pass must be sturdy enough to withstand a month of daily use; distinctive enough for easy verification by bus drivers hurriedly handling commute-hour riders; resistant to copying; and attractive. All Monthly Passes, including the new ones depicted here, have a new look: a striking rendering of the long-familiar AC Transit logogram dominating a contemporary, colorful graphic layout which meets the requirement for a readily identifiable card.

Division yard improvements, Added buses would be funded By requested grants package

If four separate grant applications are approved, AC Transit will receive $71 million in federal funding to revamp and improve bus yards at Seminary and Emeryville Divisions and to build a new yard in Hayward. In addition, the aid would underwrite purchase of 76 new buses and related equipment.

The Board of Directors approved the applications at the February 24 meeting. If the requests are approved by the Urban Mass Transportation Administration, the construction phase of the bus yard projects could begin as early as this summer, with completion expected in about four years. New buses would be delivered within 24 months.

In support of the applications, Board President Jean Holmes pointed out that the Emeryville facility was constructed in the mid-1930's, and the Seminary yard dates from 1948.

"The Hayward site will enable us to relieve overcrowding and will provide more efficiency by combining the current Newark Division operations with the new site for service in Southern Alameda County."

Cost of the entire package would be covered by 80% federal funds and 20% local matching funds.

Section responds to patron input

A new program at AC Transit now devotes in-depth attention to customer comments expressed over the telephone or in the type of letter that appears in the right-hand column of this issue's patron-forum feature on Page 2. A formal system of follow-up steps taken in response to each complaint is one major element of this program.

In such a case as cited in the letter, in-house action is geared to going beyond an isolated reprimand of the driver to re-training/counseling sessions in attitude adjustment.

To help the public reach this Customer Relations function, all new phone books list its special number: 891-4700. Customer Relations staff records word-for-word each caller's comments plus the specific details (i.e., place, time, bus line, etc.) that permit other District departments to determine the circumstances that prompted the patron's reaction.

Each customer's message, noted on a Customer Contact Form, goes to the appropriate department for action or information. A notation of the action taken, plus any other information helpful in developing a response to the patron, is returned to Customer Relations. When a response has been requested by the caller or correspondent, it is then transmitted.

At the same time, the information goes into a computer for statistical analysis of any broad general patterns indicated by the spectrum of customer communications. This analysis is carried out by Customer Relations with assistance from Research and Planning Department. And the results give Transportation and Supervision an important gauge of the effectiveness of bus operations as perceived by the riders.

While recognizing that some factors which trigger customer comment are beyond the control of the District (an accident on the Bay Bridge impeding Transbay bus service, for example), the objective of this effort is to isolate and then eliminate problems the District *can* control.

Already the program has brought into focus several specific operational problems on some bus lines, allowing them to be quickly corrected.

Depreciation rights sold To ease financial crunch

In an unusual move to raise additional funds, the District Board of Directors has entered into an agreement to sell depreciation rights to 161 buses.

The transaction with Figgie Acceptance Corp. of Willoughby, Ohio, will result in AC Transit receiving $718,271.92, while the Ohio firm acquires the right to depreciate the transit coaches over a period of 13½ years.

All 161 buses were manufactured by Flyer Industries of Winnipeg, Canada, and were placed into service since Jan. 1, 1981.

The unique transaction was made possible by the Economic Recovery Tax Act of 1981, which enables transfer of investment credits from one business to another.

Under the agreement, the District will retain actual title to the buses, but will relinquish depreciation rights.

Forums are scheduled April 6

Tuesday, April 6, is the date scheduled for a round of official forums for receiving public comment on three separate matters relating to future bus operations. At a 7:30 p.m. public meeting on that date, citizens will have the opportunity to comment on the System's Five-Year Plan Update for the years 1983-87. Public hearings which will follow, starting at 8 p.m., will deal with suggested service changes and proposed fare revisions. Site of the meeting and hearings is BART headquarters, 800 Madison St. (above BART/Lake Merritt station) in downtown Oakland.

Area advisors meet; rider survey starts

The Citizens' Advisory Committee which helps AC Transit tailor bus service to Fremont and Newark needs held a public meeting February 22 to hear reports on the current status of local transit within the two communities and prospects for the future.

Currently, 13 bus lines provide local service throughout the two cities, also making connections to other transit systems at BART/Fremont, BART/Union City and with Santa Clara County Transit District.

Last month, AC Transit carried more than 10,000 area riders each weekday, 4,300 on Saturdays, and 2,200 on Sundays and holidays.

These local lines provide service from about 5:30 a.m. to 8:30 p.m. on weekdays; and from 9:30 a.m. to 5:30 p.m. on Saturdays, Sundays and holidays. Buses run approximately every half hour on weekdays and Saturdays, and hourly on Sundays and holidays.

Local bus service came to Fremont and Newark in 1974 when voters elected to annex to AC Transit.

In a current project centering on the area, AC Transit launched a two-phase marketing research survey this month to pin-point the most effective means of stimulating ridership and revenue. Initial phase of the project will include an on-coach canvass to collect demographic data; an interview of 100 adult riders; and a focus-group session aimed at in-depth exploration of rider attitudes.

This month's public meeting provided an information exchange among District representatives and citizens about Fremont-Newark service.

Cornelius Perry wins 25-year safety honors

EARNED APPLAUSE — Cornelius Perry became AC Transit's 39th recipient of the 25-Year Safe Driving Award on February 3 at Seminary Division ceremonies, during which he received plaudits from fellow workers and Robert J. Shamoon (center), assistant general manager for operations. Perry, whose wife Francis (far right) was on hand for the event too, has been a driver since 1953, serving more than two-million passengers over the years. His philosophy: "You have to have a good disposition, love people, never take anything for granted and always expect the unexpected."

Stats tell safety standings

Three divisions met January's safe-driving goal of averaging at least 13,250 miles per accident.

Newark Division's tally for the month was 31,894 miles per mishap; Seminary's average was 15,148 miles; and Emeryville's was 14,729 miles.

During that first month of the new year, District drivers compiled a total of 2,689,462 miles in serving AC Transit patrons over urban, suburban, and transbay routes.

During December, all divisions met the established safety goal. The holiday month saw Newark Division tallying 42,227 miles per accident; Richmond Division averaging 20,485 miles; Seminary, 19,322 miles; and Emeryville 15,234 miles.

AC Transit drivers as a whole compiled a total of 2,768,769 miles in serving public transit patrons during the holiday month.

Bus takes movie role

MEDIA CLOSE-UPS — AC Transit buses will be playing a role in a movie produced by Lynn Hamlick Productions of Berkeley emphasizing the benefits of not smoking. The 22-minute film is entitled "You've Come a Long Way, Renee," and is partially funded by the American Film Institute, Film Arts Foundation of San Francisco, and Atlantic-Richfield. Scenes were filmed (top photo) on buses and at AC Transit bus stops.

Actions of the Board *(Continued from back cover)*

approved future fare schedule for passengers transferring from BART to District buses, on motion of Director Rinehart.

- Adopted resolutions authorizing filing of claims with Metropolitan Transportation Commission for allocation of Transportation Development Act and half-cent sales tax revenues for Fiscal 1982-83 operations; adopted resolution authorizing filing of application with Metropolitan Transportation Commission for allocation of state transit assistance funds for Fiscal 1982-83, on motions of Director Rinehart.

* * *

At a regular meeting February 10, the Board of Directors:

- Authorized participation by Directors and management representatives in Western and Legislative Conferences of American Public Transit Association, on motion of Director Bettencourt.

- Adopted resolution authorizing General Manager to enter into sale/lease-back agreement involving certain elements of the bus fleet, on motion of Director Rinehart.

- Approved change order for Transign electronic destination sign on 131 Gillig buses currently on order, on motion of Director Nakadegawa.

- Authorized General Manager to issue Requests for Proposals in connection with a stress management program, on motion of Director Bettencourt.

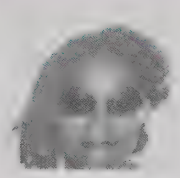
- Approved space-available installation of bus posters publicizing California Resources Rally to be held April 19-26, on motion of Director Nakadegawa.

New Employees

AC Transit welcomes these new workers

Marquita Morris
Transportation
Emeryville

Mary Perkins
Data Processing
GO



Barbara Perry
Transportation
Emeryville

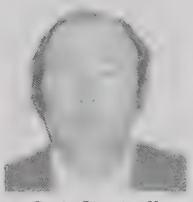
Kathleen Powell
Transportation
Richmond

Jerry Presley
Maintenance
Seminary

Patrick Pugh
Maintenance
Richmond

Chastine Reed
Transportation
Emeryville

Adrian Scott
Maintenance
Emeryville



Boris Shvetsoff
Electrician
Emeryville

Ruth Sidney
Transportation
Richmond

Slick service to ice rink melts some student hearts

WARM THANKS — Students of Chipman Middle School in Alameda expressed their appreciation for AC Transit service to the ice rink in Berkeley by sending a 12-foot scroll signed by nearly 200 students and teachers. AC Transit Transportation Manager Loren Ball, left, and Assistant Transportation Manager George Grandison study the impressive document.

R. L. Peacock, retired driver, dies

Robert L. Peacock, 74, who completed nearly three decades of service as a driver before retiring in 1974, died January 24 in Vallejo. His home was in Fairfield.

Peacock had joined AC Transit's predecessor organization, Key System, in 1945. Before he retired, he had been assigned to Richmond Division.

Peacock is survived by his widow, Daisy.

Actions of the Board

At a regular meeting January 13, the Board of Directors:

- Elected Jean Holmes President and Michael Fajans Vice President, on motion of Director Bettencourt.
- Awarded contract to Abbey Press for printing public timetables, subject to compliance with specifications, on motion of Director Nakadegawa.
- Ratified previous contract award to Gillig Corporation for furnishing 40-foot and 35-foot buses, on motion of Director Rinehart.

* * *

At an adjourned regular meeting January 27, the Board of Directors:

- Approved extension of contract service with Central Contra Costa County Transit Authority to June 6, 1982, contingent upon reimbursement agreement, on motion of Director Bettencourt.
- Approved change order involving choice of electronic destination signs for buses currently on order from Neoplan and Flyer; authorized advertising and seeking bids for purchase of 12 trucks; authorized sale of 10 surplus trucks, on motion of Director Nakadegawa.
- Accepted District financial statements for Fiscal 1980-81; approved revised Fiscal 1981-82 budget for District 1; adopted preliminary Fiscal 1982-83 budget for District 1; approved list of personnel authorizations; approved bus authorizations for Fiscal 1982-83 and empowered General Manager to advertise surplus buses for sale, subject to UMTA requirements and District Law, on motion of Director Rinehart.
- Authorized General Manager to issue requests for proposals for District financial audit for Fiscal 1981-82,

(Continued on Page 6)

Transit-Times

Published monthly by the
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508 16th St., Oakland, California 94612
Telephone (415) 891-4777

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ROY NAKADEGAWA ..... Director at Large
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JOHN McDONNELL ..... Ward III
WILLIAM J. BETTENCOURT ..... Ward IV

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Lawrence A. Rosenberg ..... Assistant General Manager for Administration and District Secretary
Robert J. Shamoon ..... Assistant General Manager for Operations
Nathaniel A. Gage ..... Assistant General Manager for Finance
Glenn R. Andrade ..... Purchases and Stores Manager
Loren A. Ball ..... Transportation Manager
Richard H. Bertz ..... Maintenance Manager
Gregory L. Ford ..... Administrative Projects Manager
Richard A. Fratus ..... Controller
Ozro D. Gould ..... Risk Manager
Donald S. Larson ..... Research and Planning Manager
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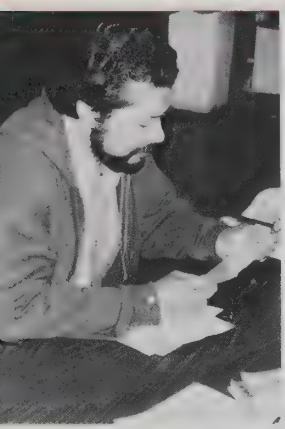
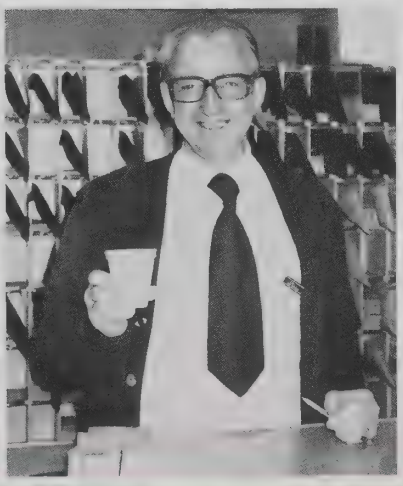
Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT





Gillie Room get-togethers: Making the monthly safety goal

Our 'Stockholders' Write

The service that you give to the public depends more upon the attitude of the driver than the quality of the buses, although both are important. This has been my observation as a consistent rider of public transportation.

For this reason I would like to commend *Yvonne Allen,* and express my appreciation for her concern and kindliness to the passengers. The stress of driving a bus can be hectic and demanding, but this has not reflected in the attitude of Mrs. Allen, who always appears pleasant and helpful.

I hope that your training sessions will continue to stress the impact that a positive attitude has upon customers, and that you will find a way to also commend Mrs. Allen.

Florence Gilmer
Berkeley

* * *

I'd like to tell you about a courteous action on the part of Driver *B.A. Schiff.*

There was the usual long line of coaches on Shattuck Avenue, the first one loading at Allston Way. And this made it not possible for me to get into the curb lane to make a right turn. So I pulled abreast of coach 983 and tapped the horn; the driver looked down and I indicated my hopes to turn. He signalled back, with a nice smile, to precede him.

Not a big thing, as you read it. But his courtesy so early in the day really did go a long way to making it a very pleasant day. It's things like this that increase the good relationship that exists in my city between the District and the people who use it. As, by the way, I do almost every day.

T.P. Magilligan
Berkeley

I was riding a 40 bus heading south on Telegraph Avenue when two passengers attempted to use inappropriate transfers and one of these same passengers twice attempted to smoke. I would like to compliment Driver *Walter Gray* for his handling of the situation. Despite resistance on the part of the two, this driver insisted on getting the required fare and also on having no smoking on the bus. He was very patient and calm, despite derisive comments made by the two men.

Mary Knapp
Oakland

* * *

I would like to express my appreciation to the AC Transit for having a driver like Mr. *Charles Mosley,* who usually drives the F bus.

I am a senior citizen, and I only pay 10 cents for a ride (my age is 68). This young man picked me and another lady up and went somewhat out of his way to see that we got home safely. We were so impressed by this man's kindness, courtesy, gentlemanliness that we tried to give him some extra money, but he refused it.

Beatrice Hewitt
Oakland

* * *

This time of the year I would like to take time out to compliment you once again on your excellent service and competent and kind drivers, especially on the EX Line on Claremont Street.

I have found all your drivers to be courteous and kind, always ready to help and have a friendly word despite the fact that their job in commute travel is surely one of the worst possible.

Anna M. Diemand
Oakland

April 6 Public Hearing

Service, fares are forum topics

In the wake of eroding Federal financial support for bus operations at the existing level, AC Transit is proposing a program of service, schedule and fare adjustments, plus related changes geared to a goal of stretching every available transit dollar.

These proposals will be the subject of an April 6 Public Hearing, in which patrons and the general public will be asked to offer input and reaction into the System's planning process. This hearing is scheduled to begin at 7:30 p.m. in the Board Room at BART headquarters, 800 Madison St., Oakland (above BART/ Lake Merritt station).

On the agenda is a wide range of topics: proposed fare increases; a change in BART-to-Bus transfer policy; and six projects which would adjust bus routes and/or schedules in several areas of the East Bay.

The proposals are the end product of a months-long evaluation of existing service, fare revenues, and financial prospects. Changes have been targeted because they would yield substantial economies with the least possible impact on most riders. Some route and schedule adjustments, in fact, would result in improved bus service for some East Bay riders.

Fare proposals

Key matters affecting farebox revenue which AC Transit's Board of Directors, staff, and the public will be considering April 6 include the following:

- Increasing the base local Adult fare from 50¢ to either 60¢ or 75¢.
- Increasing Youth fares (for those aged 5 through 16) from 25¢ to either 50¢ or possibly 60¢, but also offering discounted youth tickets and new Monthly Passes.
- Increasing fares for seniors and certified handicapped riders from 10¢ to 20¢ or 25¢.
- Adjusting Intercity Express and Transbay bus fares and fares for special service (i.e., 'Pony Express' buses to Golden Gate Fields).

A change also is proposed for riders using the heretofore 'free' BART-to-AC Transit transfers. This would require that, in addition to surrendering a valid BART transfer, the rider would also pay a small farebox surcharge equal to 50 percent of the local base fare (i.e., based on current fares, 25¢ for adults, 10¢ for youth, 5¢ for seniors and handicapped riders.)

Service realignment

Also on the agenda for the hearing are six 'Productivity Improvement Projects' which would change bus service or schedules on several routes, including these:

- Lines 17, 57 and 57M in North Oakland, Berkeley and Emeryville;
- Lines 37, 52 (a new route replacing Line 51C) and 65 in North and West Berkeley;
- Lines 91A and 92 in Hayward;
- Lines K and R (transbay) in East Oakland, San Leandro and Hayward;
- Lines 66, 80, 81, 84, and 85 (new route) in San Leandro, San Lorenzo, Hayward and Castro Valley; and
- Lines 16 and 21 in the Hayward-Fremont area.

A comprehensive newsletter describing these proposals in detail has been widely distributed in recent weeks and is available by mail to all interested parties placing a call to AC Transit Customer Relations, 891-4700.

Public comment on these proposals, either verbal or written, will be considered by Directors and staff both before and during the April 6 forum. Written comment may be submitted in advance to AC Transit, Research and Planning Department, 508 16th Street, Oakland 94612.

Departments announce staff additions

Charles Lacy

James Miller

New faces at AC Transit's Latham Square headquarters represent staff additions over recent months.

Legal Department has added *James Ghidella* as trial attorney and *Darrel Jones* as assistant trial attorney.

Assuming the new position of District security coordinator is *Charles Lacy,* while *James Miller* has assumed responsibilities as assistant risk manager.

Audrey Oliver is Marketing's new PBX customer information supervisor.

In Research and Planning, *Regina Willis* and *Ronald Kilcoyne* are carrying out duties as transportation planners.

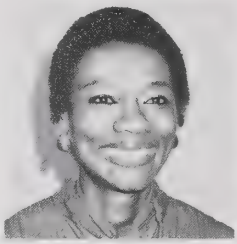
Finance has added *Robert Bell* as accounts payable analyst, and Data Processing reports four new staff members: *Sandra Lewis* and *Robert Olson,* lead programmer analysts; and *Dominique Chow* and *Barbara Reiley,* programmer analysts.

Regina Willis

Ronald Kilcoyne

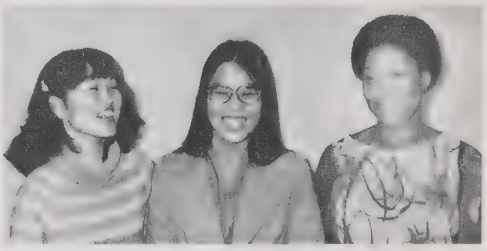
James Ghidella

Darrel Jones



Audrey Oliver

Robert Bell



New to Data Processing are (from left) Dominique Chow, Barbara Reiley, and Sandra Lewis. Not present for the camera was Robert Olson.

Rail Museum plans May event

California Railway Museum's annual open-house and festival featuring vintage transportation equipment will take place May 1 and 2 at Rio Vista Junction, located on Highway 12 halfway between Fairfield and Rio Vista.

This popular, family-oriented event will feature not only exhibits of old-time rolling stock but demonstration rides on particularly fine examples of restored rail vehicles, including steam and electric trains. An addition this year will be a contingent of old steam-operated farm equipment.

Admission rates are $5, adults; $3, youths (12-18); and $2, children. Families attending may make use of a picnic area.

Tally in for two-month Pass sales

Monthly Pass sales during the first two months of 1982 totaled 20,483. That tally represents Local Pass sales of 12,781 and Transbay Pass sales of 7,702 during January-February.

These current two-month figures represent a slight drop from the same period last year when total pass sales were 20,583.

Frank Gardin closes out lengthy transit career

Now in the happy position of doing "about as I damn please" after a 45-year period of service to public transportation is *Frank Gardin,* retiree from a position as supervisor of claims. After racking up his first five years with Key System operating streetcars and trains, Gardin moved into the claims area, continuing for the next four decades.

Currently, he and wife Cleone are settling into leisure-life at the home in Oakland they've lived in for many years. Visits to the Northwest may be in the offing, since their son Gary lives in Washington along with the Gardin grandchildren, Jeffrey and Jennifer.

Recent deaths reported

Driver *Dareld B. Lake,* 55, a 20-year District employee, died March 2 in Richmond. Death was attributed to a heart attack. He was attached to Richmond Division.

Lake is survived by his widow, Constance. The family home is in El Sobrante.

Victor R. McNeely, 70, a retired foreman in Purchasing Department, died February 20 in Hayward. His 32½ years of service to AC Transit and its predecessor ended in 1974 when he retired from Emeryville Division. A Hayward resident at the time of his death, McNeely is survived by his widow, Josephine.

THE COVER — Though Transit-Times routinely reports on the monthly Safe Driving program, the efforts expended by drivers to meet and surpass established goals are anything but routine. Recognizing the importance of such efforts, the System sponsors monthly coffee-and-doughnuts parties in the gillie rooms of divisions whose drivers achieve the goal of averaging at least 13,250 miles per accident. The photos here are of one such celebration — at Richmond Division.

Newark tops safety tally As all District divisions Achieve monthly standard

All divisions met last month's safety bogey by achieving safe-driving averages of at least 13,250 miles per accident.

Newark Division shone in the standings with its February average of 60,327 miles per mishap. A consistent stand-out in the safety tallies, Newark Division was honored last year for its five-year record of exemplary driving. Plaudits at the time, which included a congratulatory cable from Governor Edmund Brown, Jr., were based on the five-year divisional average of nearly 50,000 miles per mishap.

Richmond's tally for February was 19,410 miles per accident; Seminary's 15,401 miles; and Emeryville's 13,784 miles. These figures represent the averages of full-time and part-time drivers.

Drivers as a whole, both full-time and part-time, registered a total during the month of 2,499,122 miles in service to patrons throughout the District.

Safety program celebrations were held at all divisions to note the month's efforts (see cover layout and cover box in the adjacent column for details).

FOCUS: Transit People and Projects

SURVEY BEGINS — Fremont resident Justine Aragon, right, was the initial AC Transit bus rider to participate in a passenger survey conducted in Fremont and Newark. Ms. Aragon was the first passenger on Line 21-North Fremont, boarding at 5:45 a.m. Verna Coldwell, left, of Freeman Marketing conducted the interview as part of a program seeking citizen input to improve bus service in Southern Alameda County.

DIFFERENT DUTY — Transportation Supervisors C.J. Gault (left) and R.W. Johnsen exchanged work-day apparel for military garb in Alameda late last month as Gault, an Army Reserve major, swore-in Johnsen, a Navy Reserve petty officer first-class, for an 18th year re-enlistment.

CAMERA'S EYE — Among interviewees last month for KRON-TV's follow-up feature on security surveillance cameras was Driver Rick Vierra, shown with KRON's Hampton Pearson and Don Ford. Conclusion: it's a big plus as a tool to identify and prosecute onboard offenders.

Sigler recalls his war-time ordeal

"It seems like such a long time ago, but I still remember it. Especially the search lights on the tanks when they came to free us. Especially the searchlights . . ."

It could have been a scene from the movie " Bridge on the River Kwai," or a description from the novel *King Rat* by author James Clavell.

But the person telling the tale was *Charles O. "Chuck" Sigler,* AC Transit's assistant superintendent at Seminary Division, and there was nothing fictional about his account of more than three years in a World War II prison camp — Santo Tomas — in the Philippines.

When the Japanese overran the Philippines in 1942, Sigler and his family were trapped. His father, an Army Master Sergeant, was cut off with his military unit and subsequently survived the 300-mile Bataan Death March and imprisonment in Manila's Billibid Prison.

Initially, Sigler, then 15, his 10-year-old brother William, and his mother Maria fled into the hills outside Manila to hide out with natives. "When the Japanese declared Manila an open city and said all we had to do was come down and register," Sigler says, "We returned."

Time has not mellowed his memory of the ordeal. "It was very bad," he says of the conditions. Inmates were given only a limited amount of food — usually about 200 grams of rice or soybeans per day, (the equivalent of less than two small tins of cat food). His mother entered the prison weighing 145 pounds. When they were liberated, she weighed 55 pounds.

"People who tried to escape were beaten and tortured," Sigler says. And escape was virtually impossible. The complex was surrounded by a six-foot-high concrete wall with another foot of barbed wire on top. And even if inmates managed to get outside, they would have had the problem of existing in Japanese-occupied Manila.

FREE AT LAST — Assistant Superintendent Chuck Sigler looks over 1945 issue of Life Magazine which reported the liberation of Philippine camp where he waited out W.W. II amidst hunger, fear, and uncertainty.

The family's first hope of rescue was signalled by worsening conditions. "When things got worse and we were getting less food, we knew they were getting close," Sigler says.

More direct evidence of possible release came as Allied airplanes began bombing around the camp. "We could see the bombing from the windows in the upper floors. The guards ordered people away from the windows and we were told not to watch. The ones who were caught looking out the windows were ordered outside to stare directly into the sun for hours at a time without food or water."

The prisoners looked anyway.

One evening in the first week of March, 1945, deliverance came. At approximately 6 p.m. American tanks of the First Cavalry stormed the two massive prison gates and broke through. Sigler points to a story in the March 5, 1945, issue of Life Magazine as providing something of an emotional summation to that whole, harrowing era in his life:

"Santo Tomas is delivered," the headline reads.

Actions of the Board

At an adjourned regular meeting February 24, the Board of Directors:

- Approved contracts to Light Sales and Consolidated Electrical Distributors for automotive lamps, in joint procurement with Regional Transit Association, on motion of Director Bettencourt.

- Authorized sale of 33 surplus buses via sealed, no-minimum bid, on motion of Director Bettencourt.

- Scheduled public forums for April 6 on Five-Year Plan Update, Fiscal 1983-87, and on proposed service changes, on motion of Director Nakadegawa (see story, pg. 3).

- Adopted resolutions authorizing filing of applications with Department of Transportation for capital improvement grants to acquire 76 new buses and related equipment and to carry out improvements of operating and maintenance facilities at Emeryville and Seminary Divisions and new Hayward site; scheduled public hearing on this matter for April 14, on motion of Director Nakadegawa.

- Approved addition of ten 35-foot buses to existing Gillig order, on motion of Director Nakadegawa.

- Adopted resolutions relating to bus sale/lease-back agreement with Figgie Acceptance Corporation, on motion of Director Rinehart.

- Scheduled public hearing on April 6 on proposed fare revisions, on motion of Director Rinehart (see story, pg. 3).

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GIVING BLOOD — AC Transit's in-house blood donation drive opened at the General Offices in downtown Oakland March 12. Donna Pate, Personnel, became the System's first donor as the drive was launched.

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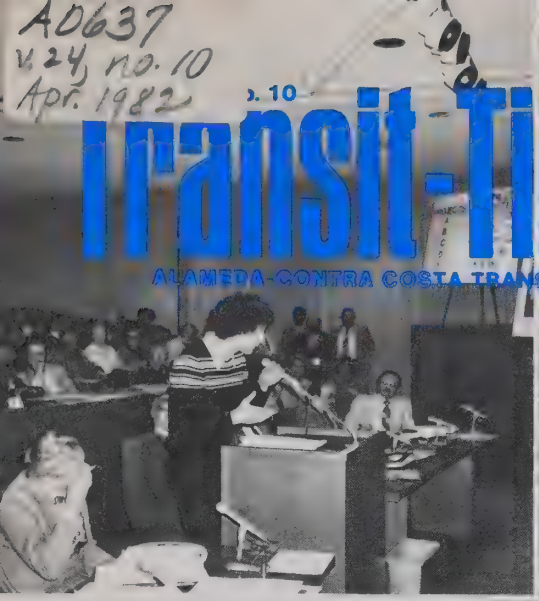

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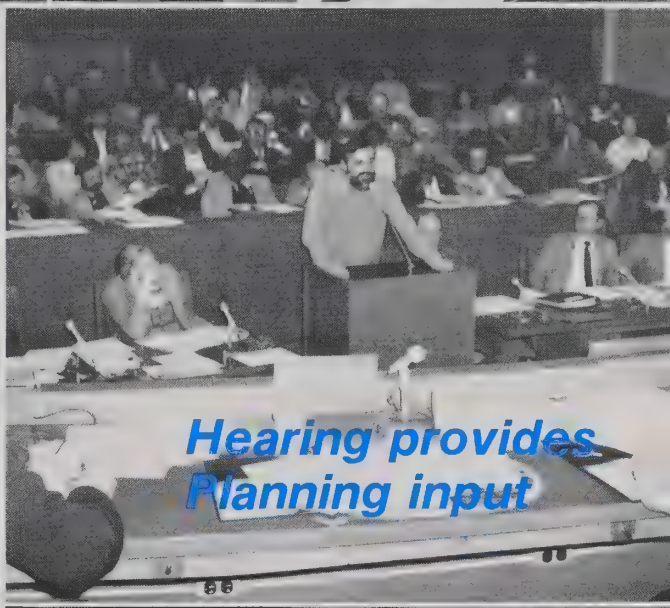
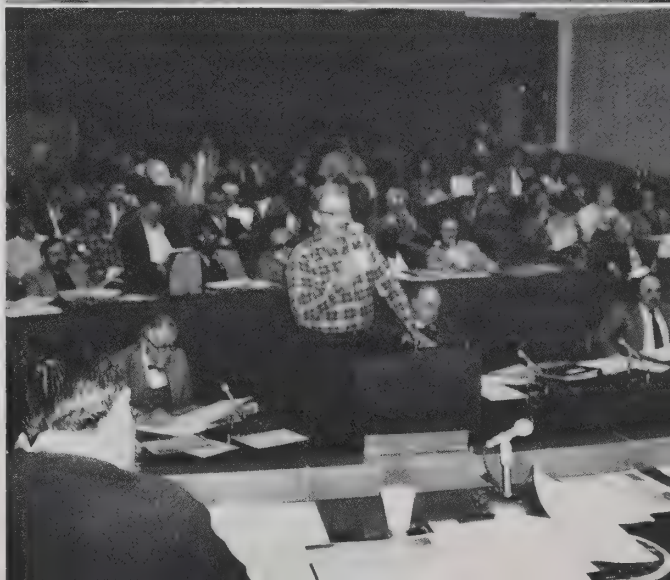


Hearing provides Planning input



Oakland Tribune

It is a tragedy that seven persons had to die to make the point clear: Tank trucks carrying hazardous cargoes do not belong in the Caldecott Tunnel.

Federal highway regulations already ban hazardous materials from tunnels. Because California has adopted federal highway rules as its own, state regulations also lean against shipping hazardous materials through tunnels.

But the prohibition has a catch. The ban is effective "unless there is no practicable alternative" route. It is possible to drive a convoy of gasoline tankers through that loophole.

What is needed, plainly, is a new statewide measure banning hazardous cargoes from tunnels and giving enforcement powers to the California Highway Patrol. Where no other route than a tunnel is available, the regulation should require that hazardous cargoes be moved through the tunnel when other vehicles are not present, to minimize the risk of accident.

Such a regulation would not be a great burden to truckers, at least in the case of the Caldecott.

Trucking industry spokesmen say that most tank truck drivers prefer to take Interstates 80, 580 and 680 rather than the steeper and more congested Highway 24.

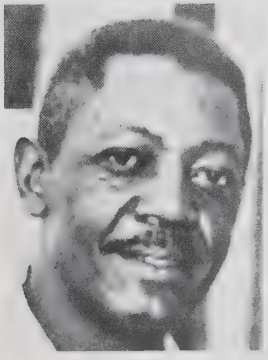
Even if the ban does force trucks with hazardous cargoes to travel out of their way, the extra cost must be balanced against the risk to life, property and the tunnel itself — the estimated price for restoring the Caldecott Tunnel is more than $1 million — when hazardous materials are moved without restriction.

It is also a good idea to review standards for tankers, as federal authorities are now doing.

According to a recent study by the CHP, tank trucks are involved in a disproportionately high number of fatal truck accidents, and they are more likely to overturn or fail mechanically. New design standards could well make a contribution to highway safety.

Wednesday's fiery accident in the Caldecott Tunnel was a tragic occurrence. It would be adding folly to tragedy, though, if the deaths of seven persons do not lead to effective regulations to prevent such a horrifying event from ever happening again.

Driver is among victims of tunnel accident



John Dykes, Jr.

John Dykes, Jr., was going off duty April 7th, returning to Emeryville Division, when a catastrophic gasoline truck explosion inside the Caldecott Tunnel took his life.

A veteran of 23 years of Army transportation experience, the 54-year-old driver earned a meritorious safe-driving record in five years of service to District patrons.

In mid-April funeral services, scores of his fellow workers joined the Dykes family in mourning. Mr. Dykes is survived by wife Aretha Charles Dykes, a stepson, two brothers and two sisters.

Board acts on changes

Some service realignment approved

Service adjustments affecting 16 different bus lines in the East Bay were approved by AC Transit's Board of Directors at the April 14 meeting. However, the Board deferred suggested changes on two transbay commute routes to San Francisco — Line K — Havenscourt-Oakland and Line R — Hayward-San Leandro — as a result of written comments and testimony given at the April 6 public hearing.

The East Bay changes, which will be implemented in June, impact on the following lines:

- **Lines 17, 57 and 57M**
  A new schedule will improve Line 17 — Alcatraz Ave. by providing buses every 20 minutes during peak hours and every 30 minutes midday. Lines 57 and 57M — MacArthur Blvd.-Emeryville will be rerouted in Emeryville along San Pablo Ave. and Hollis St.

- **Lines 37, 51C and 65**
  Line 37 — Warren Express-Berkeley will be re-routed to extend along 6th St. between University Ave. and Dwight Crescent. Line 51C — UC Village will be renamed Line 52 and will operate along Cedar St. instead of University Ave. with an extension north on 6th St. between Cedar and Harrison. Line 65 — Ashby Ave.-Dwight Way will no longer operate along Cedar St. and 6th St., but will continue with weekday buses every 20 minutes from 6 a.m. to 7 p.m. and Saturday buses every 30 minutes along Dwight Way and Ashby Ave.

- **Lines 91A and 92**
  Line 91A — Cal State Hayward combines with Line 92 — Hayward-Chabot College to provide direct service between the two schools with buses operating every 20 minutes weekdays, 30 minutes nights and 60 minutes weekends.

- **Lines 16, 21 and 92C**
  Service on weekends and holidays on

  Line 16 — Sundale in Fremont will be discontinued and Line 21 — North Fremont to Southland Shopping Center in Hayward will be extended on all trips on weekends. Line 92C — Fairway Park-Southland Shopping Center will be discontinued.

- **Lines 66, 80, 81 and 84**
  All lines will make connections with the first BART trains in the morning and will continue service until midnight. Service on Saturdays will operate from 7 a.m. to midnight and Sunday service will run from 8 a.m. to midnight. Reroute of Line 84 — Castro Valley-Bay Fair will be delayed until Fall. Line 81 — San Leandro — San Lorenzo — Hayward will be rerouted via Williams St. and Wicks Blvd. A new Line 85 will replace Line 81A — Washington Ave. for improved service in San Leandro.

The Board also adopted a Five-Year Plan which forecasts the range and configuration of AC Transit service during the years 1983-1987.

THE COVER — AC Transit's April 6 Public Hearing provided an opportunity for riders and the general public to comment on proposed service and fare adjustments. A prior Public Meeting also provided a vehicle for interested parties to provide input on the District's planning for the years 1983-87. About 35 persons (a few of them shown here) made presentations during the Public Hearing, but a much larger number — about 600 — sent prior communications in response to hearing notices and to the widely distributed rider newsletter which publicized the issues to be reviewed.

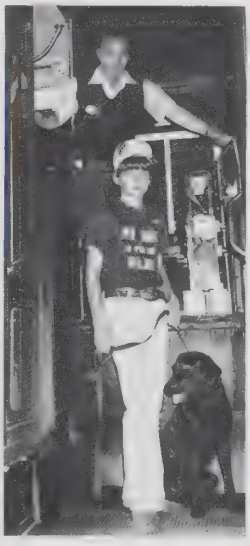
Gauer, Edwards reach Safety milestones

25-YEAR MILESTONE — Driver Virgil A. Edwards, Richmond Division, receives congratulations from Assistant General Manager Robert J. Shamoon for achieving a quarter-century safe-driving record. One secret of behind-the-wheel success: "You have to learn to back off and take it easy, because you're not going to have things your own way all the time." Edwards is the 42nd AC Transit driver to achieve this safety goal. He and wife Phyllis, who have four children and three grandchildren, live in Pleasant Hill.

Reba Gauer offers this advice after three decades of safe driving: "Don't ever think you're so good that a bus can't get away from you."

30-year award: Reba L. Gauer

Guidedogs get Bus-use Training



CANINE "EYES" — Driver E. E. Cassell observes Lorin Mumaw of Morgan Hill teaching a trainee guide dog about passenger lifts as part of AC Transit's contribution to a joint training and testing class conducted by 4-H Clubs and Guide Dogs for the Blind. More than 300 persons and 100 guide dogs attended.

A SAFETY "FIRST"—Reba L. Gauer is the first woman and only the sixth driver at AC Transit to achieve the 30-Year Safe Driving Award. On hand (middle photo) to help her mark this special occasion were (left to right) Wilma Morgan, her sister, a recent System retiree; Michael, her son, an Emeryville Division driver; William, her husband, superintendent, Richmond Division. Together, these four account for an historic 107 years of service! Board of Directors President Jean A. Holmes (lower photo) also was present to offer congratulations to Mrs. Gauer during the April 21 ceremonies at Emeryville Division.

Area youth aid System's information blitz

INFO SQUAD — Here are some of the three-dozen East Bay young people who aided AC Transit last month in the logistically challenging task of distributing a special newsletter informing riders of proposed changes in service and fares.

DATA DISTRIBUTION — In the three weeks before the April 6 public hearing on proposed service and fare adjustments, nearly 250,000 newsletters were handed out to riders on buses or at their homes. Walking the actual routes of the 18 lines slated for realignment, youths such as these handled the door-to-door distribution chore under supervision of Transportation and Marketing personnel. The targeted distribution area — from Albany to Castro Valley-Hayward — received saturation coverage by this energetic youth group whose employment evolved from the System's commitment to Oakland's "Community Values" program.

"Youth" designation is defined

The new monthly passes for "Youths" (selling for $9) are only for young people from 5 to 16 years of age and for 17-year-olds on school days who have valid school ID cards.

This was the message AC Transit found itself repeating as this new category of monthly pass went into use April 1. A surprising number of bus riders apparently consider themselves to be "Youths" for fare-paying purposes, and drivers found themselves being questioned on the System's definition of "Youths" with college students well into their twenties. These riders were informed that older students are required to pay a full (50¢) adult cash fare or to use a regular ($18) adult local monthly pass.

New passes for senior citizens and the handicapped went into use smoothly on the same date.

Safety tallies in for March

Three divisions met the March safety bogey, with Newark drivers achieving an average of 50,739 miles per accident. Tally for Richmond drivers during the month was 17,342 miles per mishap, while Seminary's average was 15,667 miles per incident. The averages represent a one-month tally compiled by full-time and part-time drivers.

Established "bogey" for each month is 13,250 miles per accident in the long-term safe-driving incentive program administered by AC Transit's Safety Department.

AC Transit drivers as a whole compiled a total during March of 2,934,297 miles of service in both urban and suburban East Bay service and in Transbay trips.

Employees win information kudos

It's no mystery that 37 AC Transit employees were equal to the challenge offered by the Regional Transit Association's team of "Mystery Riders" during a three-month promotion to publicize inter-system transit connections.

These drivers and information operators are among the list of winners in a competition designed to determine how well individual employees of RTA members were able to answer questioners who posed as riders wanting to "make the connection" from one transit system to another. The "Mystery Rider" competition was launched last November and concluded at the end of February. In preparation for it, employees were encouraged to learn the points at which their system's lines connect with those of other RTA operators.

AC Transit employees who won gift certificates by correctly answering randomly-offered "Mystery Rider" queries include the following:

Earle Allen
Driver, Seminary

Ken Almes
Driver, Emeryville

Eugene W. Barkley
Driver, Richmond

Robert H. Barnhill
Driver, Richmond

Janice Bell
Driver, Emeryville

Kenneth L. Berry
Driver, Seminary

D.E. Bonds
Driver, Seminary

Larry Davis
Driver, Emeryville

Jay dela Cruz
Driver, Richmond

Sabrina Dixon
Driver, Seminary

Charles Edwards
Driver, Richmond

Coreline England
Driver, Emeryville

Sharon L. Frede
Driver, Emeryville

Reba Gauer
Driver, Emeryville

Barry Gehret
Driver, Emeryville

Clifford Griffin
Driver, Seminary

Eula Gulledge
Driver, Richmond

Gwenn Hale
Driver, Emeryville

Claude Hayes
Driver, Seminary

Mike Henaghan
Driver, Emeryville

Willie Henderson
Driver, Emeryville

Ruth Hightman
PBX Information

Garrett D. Holt
Driver, Seminary

Andrew Jefferies
Driver, Seminary

John Lennear, Jr.
Driver, Emeryville

Carlos Martinez
Driver, Seminary

Charles McAdams
Driver, Seminary

Anthony Morrow
Driver, Seminary

Terry R. Murphy
Driver, Seminary

Melchor Ocampo
Driver, Richmond

James E. O'Malley
Driver, Emeryville

Proncella M. Payton
Driver, Emeryville

Wayne Rayford
Driver, Emeryville

David Sandors
Driver, Seminary

J.D. Sundeen
Driver, Seminary

Marilyn Tott
PBX Information

Floyd Whitehead
Driver, Seminary

Transit Time-Capsule

1932 annual reports Reveal concern Over economy, autos

A dismal economy, decreasing revenues, and competition from the automobile.

Sound familiar? Wrong.

Though the sum-up has a decidedly 1982 ring to it, it actually represents the situation in East Bay transportation that existed a half-century ago, as revealed in 1932 annual reports of AC Transit's predecessor organizations. These include Key System Ltd. and Key Terminal Railway Ltd., which jointly provided transbay passenger service via a network of six streetcar lines and four ferry boats; and East Bay Street Railways Ltd. and East Bay Motor Coach Lines Ltd., which operated urban streetcar and bus service. The latter consisted of a 72-coach fleet ranging from spacious 40-seaters to modest-sized 17-seaters. The buses were a conservative "quail-brown."

For the nation in general, of course, the Depression year of 1932 was definitely not "the best of times". In the East Bay, unemployment was taking its toll on public transit revenues — the year-end reports showed that urban patronage had declined 19½% in 1932 while transbay passenger-use dropped 12%. The matter-of-factness of official prose could not hide the growing gravity of the economic situation:

"Unemployment has apparently been the major factor responsible for the loss of riding in this territory, as the greatest loss has been in peak hour travel."

Streetcar and bus fares of that time were 10 cents. Tokens sold at 50-cents-per-seven. Pupil tickets were priced at one-dollar-per-29.

The public's growing affinity for the automobile, the reports indicate, was offering a double threat to public transportation: the craze was not only draining away passengers, but cars were jostling with streetcars and buses for predominance in lay-out and usage of the public streets. This was no small concern, since auto registration figures for Alameda County had grown from 26,852 in 1918 to 145,936 in 1932. In an enumeration of grievances entitled "Unfair Burdens Upon Urban Transportation" the 1932 management of East Bay Street Railways firmly sought dispensation from certain auto related headaches and hindrances. These included:

- "Relief from the burden now resting upon the carrier of paving between the tracks and for two feet on each side, a burden inherited from the days when the horse cars wore out the paving. The obligation of paving was placed in this Company's franchises at a time when paving cost 4¢ a square foot; now it costs 26¢ or more and provides a highway for the Company's chief competitor, the private automobile, which robs us of patronage and slows up our service.
- "Relief from the burden of moving and replacing rails and poles which are entirely adequate for our service, but which must be removed when streets are widened to provide more room for our competitor, the automobile.
- "Relief from the delays occasioned by permitting the use of public streets as garages by a small percentage of motorists. Complete elimination of parking in congested areas, and devotion of the entire street area to traffic in motion, has been definitely shown to increase speed, reduce accidents, increase amount of traffic, and increase retail business in the area affected."

Four years later, in 1936, the opening of the Bay Bridge was to prove an additional stimulus to automobile use. And the Depression was fated not to lift until the decade turned, ushering in a new, war-stimulated economy.

Gloomy situation? Definitely.

Good old days? Ha!

New dispatcher manual, Procedures introduced

A new program designed to train and guide appointed and qualified extra dispatchers in performing their daily tasks more uniformly and effectively has been launched, according to *Loren A. Ball,* transportation manager. Centerpiece of the project is a new training and procedures manual geared to be of assistance both to neophytes in the job and to those already performing as dispatchers.

Transportation Department administrative personnel, superintendents, assistant superintendents and current dispatchers participated in classes this month prior to finalizing the procedures. Employees who participated in this refining of the program were awarded certificates. Prospective dispatchers will undergo 45 days of training, including thorough study of the 70-page manual.

AC Transit currently has 27 dispatchers.

Welcome, dry streets!

SPRING SPRINT — After the long, record-breaking wet winter of '81-82, spring made itself felt in the East Bay around mid-April, cheering drivers and passengers alike. It meant that the everyday business of bus-riding was enhanced considerably by suddenly dry streets, clear skies, and long-absent sunshine.

Employees Godfrey and Spinella and four retirees die

Employee deaths during the month (see Pg. 2 also) included *Paul Godfrey,* 48, a Newark Division driver; and *George Spinella,* 45, a Mechanic A at Emeryville.

Godfrey had completed 15 years of service shortly before he met his death on April 8 in Livermore. Survivors include his widow, Mary, and three daughters, Jacqueline, Veronique, and Yvonne Godfrey. The family home is in Livermore.

Spinella, employed by AC Transit for 18 years, died April 10 in Walnut Creek. His residence was in Dublin. Survivors include his widow, Carmen, and two sons, George and Raymond Spinella.

Deaths of four retirees also have been reported in recent weeks.

Thelma C. Lanthier, 82, who was a secretary in Treasury at the time of her retirement in 1973, died March 9 in Oakland. Her tenure of service to public transportation spanned 41 years.

Her home was in Oakland, and no survivors are listed.

Joseph L. Roy, 66, a driver at Richmond Division when he retired in 1978, died March 16 in Oregon. He had completed 38 years of service before retirement.

His widow, Doris E. Conely, survives.

Raymond V. Litzenberg, 75, who was a machinist in the Maintenance Department, Emeryville Division, at the time of his retirement in 1974, died April 14 in Fremont.

Litzenberg had completed 21 years of transit service before entering the leisure ranks. He is survived by his widow, Maxine; two daughters, Ramona Schindler and Roberta Grover; and two sons, Marvin and Edward Litzenberg.

John A. Fonts, 90, who was a driver before his retirement from AC Transit's predecessor organization in 1945, died April 17 in Modesto. At retirement, he had completed 27 years of service.

Fonts is survived by a daughter, Marie Fratus.

New Employees

AC Transit welcomes these new workers

Milton Buckner
Maintenance
Richmond

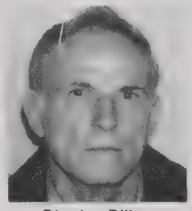
George Ferreira, Jr.
Maintenance
Emeryville

Thomas Henderson
Maintenance
Richmond

Linda Jackson
Transportation
Seminary

Charles Lee
Maintenance
Richmond

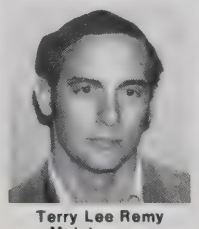
Leo Arthur Marquez
Purchasing & Stores
Emeryville



Charles Pillow
Maintenance
Richmond

Thomas Poston
Maintenance
Richmond

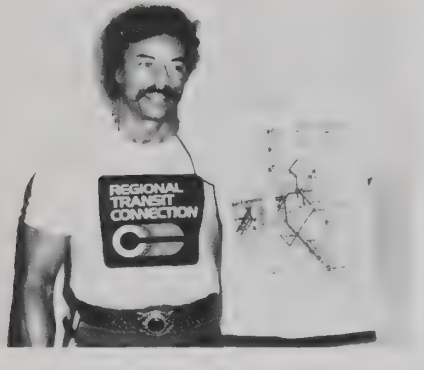
Anthony Prescott
Maintenance
Emeryville



Terry Lee Remy
Maintenance
Richmond

Gregory Wykoff
Transportation supervisor

"T" is for transit



TRANSPORTATION ATTIRE — Colorful new T-shirts, modeled by Driver Tom Huey, display a timely transit message about the new 'Regional Transit Connection "C"'. This new symbol identifies key locations where services provided by other Bay Area transit systems meet AC Transit routes. On the back are color-coded graphics showing the network and key transfer points. Produced by RTA (Regional Transit Association), the new shirts, in blue or beige and in both men's and women's sizes, are available for $6 from Marketing Department.

FOCUS: Transit People and Projects

FRENCH VISITORS — AC Transit Board of Directors President Jean A. Holmes, left, and Vice President Michael H. Fajans, right, welcome Phillipe Rochefort, leader of a delegation of 25 French officials on a tour of California public transit systems. The foreign visitors were interested in the relationship between AC Transit's elected Board and its management in the decision-making process, effects of funding cuts on service, and the future as reflected in the System's Five-Year Plan. The group's visit on April 22 was part of their week in California, which included stops at other Bay Area transit organizations.

HEY, A's — Richard Salles, driver at Seminary Division, was the first AC Transit employee this season to win a pair of Oakland A's tickets in a program to spot-light union employees who compile exemplary on-the-job attendance records. Salles' name was pulled from among those who lost less than 10 days of work-time during the year. The program is a project of Employee Relations.

Our 'Stockholders' Write

This letter is to praise Driver *Curtis Hall.*

I have been using Key System and AC bus transportation practically all my life (over 50 years on and off) and have never had a driver impress me as much as Hall. I have taken the 82H from downtown Oakland to San Leandro several times during the week and each time I was lucky to get this driver. He is a very, very courteous and considerate driver. When he approached the stops he would aid those who were disabled or extremely elderly or slightly lame.

Also, when he approached every connection point he would call out the stops. When people boarded the bus and asked any information, he was always cordial and gave the proper information. When there were smokers, he would be firm with them and announce "No smoking on the bus — it could be a $50 fine".

It is a pleasure to get on an AC bus and have a driver such as *Curtis Hall;* and I hoped that he would be informed by your staff that there are riders who appreciate his type of personality. (I guess it is easier to register a complaint than praise).

Joseph A. Fernandes
San Leandro

* * *

Greetings.

Found driver (*Anthony Flores)* exceptionally nice. Thought you might wish to know.

Dave Lieberman
San Francisco

I wish to commend one of your very fine drivers.

One of our employees was a passenger on the bus driven by *James H. Jones.* She stepped off the bus, a man started to follow and then accosted her. She yelled and Mr. Jones called to her, telling her to come back on the bus. She boarded the bus and the man attempted to follow; Jones closed the doors. The police were called and your driver stayed until they arrived.

I'm sure your employees consider this just a part of a very difficult job. It comes with the territory. I'm sure also a young woman and the employees of our company know James Jones' actions were more than just a job — much more. Perhaps a big step toward the "brotherhood of all"?

John F. Frings
Oakland

* * *

Please give this guy a plug in your publication. For the last year or so *Jerry Thorngren* has been the driver of the H bus which leaves Solano Avenue and The Alameda in Berkeley at 8:36 a.m.

This driver is safe, courteous, careful, handles even awkward passengers with great skill and diplomacy. There is a trash can at the start of his run which often gets tipped over; he picks the junk up and tidies up the place which the merchants in the area probably do not even know.

He is a valuable employee and deserves every honor AC Transit awards.

Ralph G. Craib
San Francisco Chronicle

Actions of the Board

At an adjourned regular meeting March 16, the Board of Directors:

- Approved contract provisions governing remuneration of Legislative Representative, on motion of Director Bettencourt.
- Approved nomination of Director Ray Rinehart for position on the Board of Directors of American Public Transit Association, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting March 23, the Board of Directors:

- Declared certain office furniture and equipment to be surplus and authorized its sale to the highest bidder or bidders, on motion of Director Nakadegawa.
- Adopted updated and amended "Rules for Procedure" for Board of Directors, on motion of Director Nakadegawa.
- Adopted resolution authorizing filing of application with Department of Transportation in connection with a grant amendment, on motion of Director Nakadegawa.

Transit-Times

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John W. Rose, Jr. ..... Affirmative Action Coordinator

9

At an adjourned regular meeting April 6, the Board of Directors:

- Convened public hearing to receive comment on proposed service changes and fare adjustments (see Cover and follow-up story, pg. 3)

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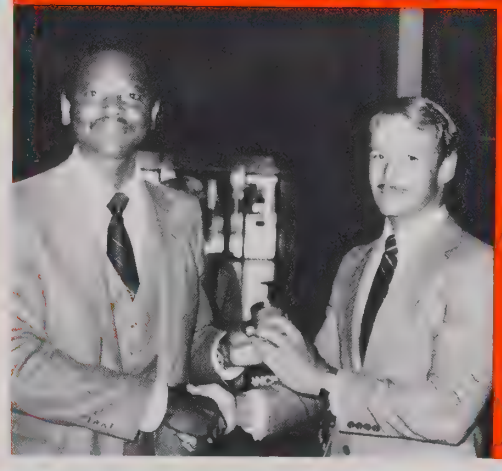
Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

System shares In MTC honors



INSTITUTE OF GOVERNMENTAL
STUDIES LIBRARY

JUN 18

UNIVERSITY OF

Our 'Stockholders' Write

This is just a brief note of appreciation for one of your drivers, *N. N. Gee.* He handles the bus with great sensitivity to the flow of traffic and the passengers on the bus so that the ride is smooth, without sudden stops and lunges. This is particularly important for old people and handicapped people. In addition, his manner and personality seem always to be cheerful and pleasant.

Forrest C. Orr
Oakland

* * *

We want to give a special commendation for our driver, *M. E. Andrews,* of the 51 bus from Berkeley to Oakland. Mr. Andrews not only assisted my half-paralyzed husband but three other passengers on the ride in a way beyond his ordinary duty. Yet he managed to keep the bus on schedule.

Helen Roberts
Berkeley

* * *

I would like to show my appreciation of one of your bus drivers, *Charles Walker.*

Last Thursday I happened to get on the wrong bus, going to Alameda instead of High Street. Mr. Walker was very helpful to me in finding a phone (so I could call my parents to tell them I'd caught the wrong bus) and was also very friendly to all his passengers.

I thought his good attitude should be known.

Sylvia Smith
Oakland

As an AC Transit commuter for a period of 12 years, I commend one of your excellent drivers.

One night on the trip from San Francisco to Castro Valley we had a front tire blow out and smoke with flames. Your driver, *Henry Grier,* was able to handle that large double bus from the fast left lane to the right shoulder without any mishap. It took great skill and maneuverability to keep all of us from danger.

Your organization is very lucky to have this quality of driver.

Theodore Knopick
San Francisco

* * *

I am a rider on #84 bus line. Driver *A. E. Colvin* rescued a small child from traffic on East 14th, near the child's home. If he had not acted quickly, a small two-year-old child could have lost her life.

He always has a very polite, courteous manner.

Eva Bueno
Oakland

* * *

Dorothy Kolar is such a credit to your operation! From the moment we boarded, we sensed a strong, secure, kind lady was at the wheel. Then when she went back to address those who were smoking and playing music, she did so with great dignity, firmness and intelligence and set an excellent example for the rest of your drivers.

Lillian Busch
Alameda

Departments must cut, squeeze, trim In response to financial short-fall

Increasing disparity between operating costs and revenue resources has necessitated AC Transit's pending layoff of 140 employees. The reduction in force, to be carried out by July 1, was announced in a letter to all employees from General Manager *Robert E. Nisbet.*

Among those affected are bus drivers, management and staff employees. Target is reducing the District work force to about 2,100.

"It is with deep regret that we make this announcement," Nisbet said. "Faced with a projected deficit of almost $5 million, there's just no alternative to a reduction in force."

The District enters a new fiscal period July 1 with the knowledge that projected financial resources will not cover costs at the present level. Even with an increase in fares — another pending action — the dollars available are insufficient to maintain the current work force. Labor costs are the major component of the budget.

Further complicating an unfavorable overall financial picture is the changed status of bus service in central Contra Costa County. With a new transit authority in operation there as of June 7, AC Transit must absorb employees previously serving that area's riders.

In the current fiscal year, Nisbet noted, management, staff, and hourly employees have achieved a reduction in overall operating expenses, particularly in those support functions not directly related to the operation of buses on the street. Productivity improvements have brought some adjustments in the levels and frequency of service. More such adjustments will be considered with an aim of combining economy of operation with maintaining sufficient service to meet rider needs.

"We have no choice but to cut payroll at this point, but we'll do it in a way that minimizes adverse impact on all concerned," Nisbet said. Also, he promised continuing efforts to seek the resources required to enable the District to maintain effective operations.

In his letter to employees, Nisbet pointed out that those laid-off may remain on the rolls for possible call-backs.

THE COVER — AC Transit people and projects shared the spotlight with other Bay Area winners of 1982 Metropolitan Transportation Commission awards during May 26 ceremonies in San Francisco. Billy Bishop, a customer services representative in Marketing Department received a "Special Award", presented (bottom, left) by MTC Commissioner Steve Weir, for "his enthusiastic and effective work in the community" during outreach efforts aimed at acquainting a broad spectrum of the public with transit usage. Two District programs earned kudos — the anti-vandalism/youth jobs project in which AC Transit cooperated with Bay Area United Youth, plus the "ACcessible Transit" information campaign which introduced wheelchair lift and bus kneeler service to the handicapped and elderly. The former project earned Bay Area United Youth the MTC's "Award of Merit", which was accepted (bottom, right) by Vernon Lewis, with members of the organization looking on. "ACcessible Transit" garnered MTC's "Certificate of Achievement", accepted by Jean Holmes (top photo), President of the Board of Directors. Shown with her (left to right) are MTC Commissioner Robert Schroder; Carol Weinstein, the District's E&H coordinator; and Steve Herber, representing users of the bus-boarding equipment.

Fremont-Newark survey

Area riders rate service and info aids

How do adult riders in Fremont and Newark rate their local bus service?

This was a key question put to transit users in a recent passenger survey conducted by the District, and four out of five of those polled rated the bus service either "satisfactory" or "very satisfactory".

In-depth interviews were conducted with more than 100 adult riders 18 to 64 years old. Three-fourths of them report they use local bus service at least four days each week, and about half say they use it on weekends as well.

The responses revealed that riders also had a high awareness of route maps, timetables, signage information and the telephone Transit Information service provided by the District, and that they find these items helpful in aiding them in using bus service efficiently.

After the rider interviews, a discussion session with a smaller number of respondents was held to permit more detailed exploration of opinions and attitudes. In this session, comments from the ten participants proved consistent with the tabulated results of the 103 earlier interviews. Additionally, the District gleaned valuable input by getting these regular riders to consider and comment on a variety of theoretical service adjustments and improvements.

The rider survey is the first stage of a two-phase program to assess attitudes of Fremont-Newark residents about bus service and to gauge their levels of understanding of the service.

In Phase Two, to begin next month, awareness, attitudes, and opinions among non-riders will be gauged. Data gathered in the two surveys then will be used in planning service adjustments and improvements and in development of marketing and consumer-education efforts to increase ridership in Fremont and Newark.

Two promoted to Buyer posts

Promotions to positions as buyers in Purchases and Stores Department have gone to *Ronald Chavez* (left) and *Thomas J. Montoya,* both of whom moved up-the-ladder within the department. Chavez previously was a working foreman in the stores function, and Montoya was a parts clerk. Until completion of the East Oakland facility, they will be working out of Emeryville Division.

Air-to-Bus Passenger Guide-post

PLANE-TO-COACH — New signing was posted at Oakland Airport this month to assist riders of Lines 57 and 61. Format includes a route map and departure/arrival times. Another will go up at Oakland's Amtrak station in a test of rider information aids. Aim is developing graphic aids which maximize efficient bus-use.

Central Contra Costa service concludes

The local bus service operated by AC Transit in several communities in central Contra Costa County comes to an end as of Monday, June 7th. Service will then be provided by the Central Contra Costa Transit Authority.

Riders began using AC Transit buses in Concord in 1975 when, under a contract with the city, the District began serving about 5,000 riders a month. Local service began in Pleasant Hill shortly thereafter; and, in early 1976, in Orinda, Moraga and Lafayette.

Public transit service and transit usage in the area have grown since then. Today, ridership in central Contra Costa County totals more than 150,000 trips a month.

Two years ago, local leaders in the area opted to operate bus service under the aegis of a new agency formed after a "Joint Exercise of Powers" of the communities involved.

In a brief 'Bon Voyage' message to the District's past patrons in the area, Board President Jean Holmes said:

"Public transportation is now well established here, and we would encourage you to continue using and supporting it."

New fareboxes go in

New fareboxes made their appearance on more AC Transit buses starting May 3 as the District entered the second phase of a program to replace all older fareboxes with the new electronic fare collection models.

The latest installation program involves about 350 Emeryville Division buses which serve routes in Oakland and Berkeley. The equipment changeover for these coaches is expected to be complete by June 1. Installation of the new-technology fareboxes was begun last year with 178 coaches operating from Richmond Division.

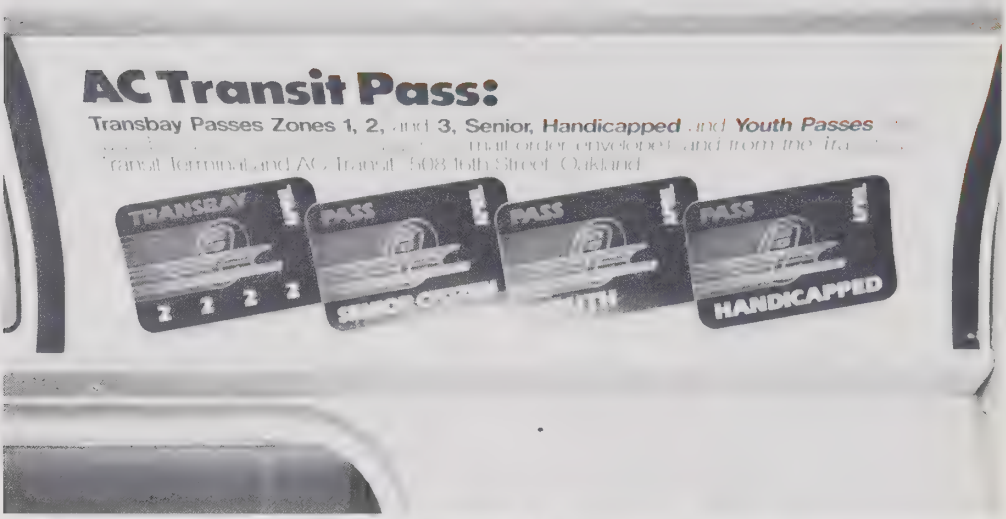
The new fareboxes are designed to accept all coins (except the large Eisenhower dollar), plus commute tickets and dollar bills. They count and register each fare paid, emitting a signal that the inserted amount is correct. The devices also retain fare information and provide read-out of statistical data which is necessary for financial and planning purposes.

Informational brochures will be distributed to assist riders in understanding the new equipment as conversion continues. System-wide changeover is targeted for July 1.

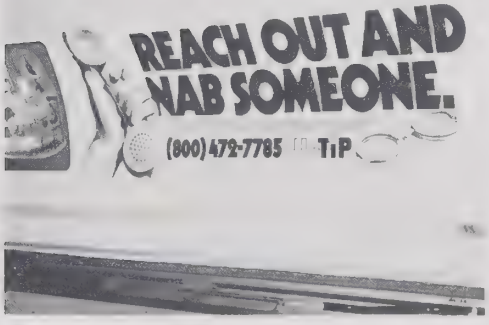
Retirement round-up

- **Ann Calistro**, Driver, Seminary Division, 26 years.
- **Kenneth Carden**, Driver, Seminary Division, 31 years.
- **Opal Claycamp**, Driver, Seminary Division, 26 years.
- **Robert E. Draht**, Maintenance, 15 years.
- **Robert R. Dunn**, Buyer, Purchases & Stores, 36 years.
- **Charles U. Farrell**, Assistant Transportation Superintendent, Emeryville Division, 20 years.
- **Howard J. Gross**, Driver, Seminary Division, 20 years.
- **Stanley A. Hall, Jr.**, Maintenance, Emeryville Division, 34 years.
- **Richard Hayes**, Driver, Emeryville Division, 19 years.
- **Kathryn M. Kero**, Routine Clerk, Emeryville Division, 17 years.
- **Brownie Lankford**, Driver, Emeryville Division, 36 years.
- **Richard Ledward**, Driver, Emeryville Division, 24 years.
- **Carolyne Litster**, Claims Supervisor, 10 years.
- **Carlos Lozada**, Driver, Seminary Division, 13 years.
- **Homer J. Metzger**, Transportation Supervisor, 23 years.
- **Bernice Pate**, Senior Clerk, Maintenance, Richmond Division, 15 years.
- **Mary Patrick**, PBX Information, 18 years.

Coaches carry promotional messages



PROMOTING PASSES — Exterior posters and interior car cards were one key segment of AC Transit's promotional program for April's introduction of the trio of newcomers to the System's family of monthly passes — those for seniors, youths, and the handicapped. The ads pointed up the colorful and contemporary "new look" of the passes, as well as the message that they offer the sure pass-word to "show-and-go" convenience for a broad range of patrons.



QUELLING CRIME — Adapting the theme of a well-known commercial for an anti-crime purpose, AC Transit is urging East Bay riders to "Reach Out and Nab Someone." This message is going up inside buses in the form of a new poster explaining how citizen-alertness and action can bring lawbreakers to justice. It's a tangible sign that the System is now an active partner in "WeTIP", the statewide citizens' crime prevention program. Bus riders who observe criminal behavior are urged to call (toll-free) 800-472-7785. It's not only good citizenship but can earn up to $500 in reward.

Two drivers achieve 30-year safety goal

Charles L. McAdams

Grant W. Hastie

DOUBLE HONORS — For the first time, this month two operators were recognized jointly for the 30-Year Safe Driving Award. Charles L. McAdams (left) and Grant W. Hastie received their three-decade safety honors at May 4 ceremonies at Seminary Division. The two veteran drivers offer some advice. "Always expect the other fellow to do the wrong thing because he usually will," says Hastie. McAdams observes, "Be careful and cautious, but most of all, take it easy and play it cool." The two men are the seventh and eighth recipients of the District's three-decade safety award. Each has carried an estimated three million passengers. McAdams and wife Louise have two children and three grandchildren. Hastie's two step-sons have presented him and wife Mamie with six grandchildren, including a set of triplets!

Divisions meet safety goal

All divisions met the established safe-driving standard last month, with Newark Division achieving the best average of miles-per-accident — 37,785. Other tallies for the period were Richmond, 19,526 miles per incident; Emeryville, 14,571 miles; and Seminary, 14,562.

Driver John E. Holmes and two retirees meet deaths

John E. Holmes who joined AC Transit as a bus driver in 1964, died April 29 in San Francisco. He worked out of Emeryville Division, and his home was in Emeryville.

He is survived by five daughters and five sons.

Samuel F. Rigley, 85, who was an Emeryville Division driver at the time of his retirement in 1967, died April 16 in Castro Valley. He was the father of *Frank Rigley,* an AC Transit transportation supervisor, and leaves a widow, Grace.

William D. Norman, 79, a retiree who, in 1968, earned the distinction of becoming the first AC Transit driver to receive the 20-Year Safe Driving Award, died May 9 in Reno. He retired in 1969.

His 43-year period of service to public transportation began in 1925 when he joined Key system as a streetcar conductor. His switch to bus driving in 1927 meant that, by retirement, he had spent more than four decades behind the wheel.

Norman leaves his widow, Agnes, and a son, William.

Actions of the Board

At a regular meeting April 14, the Board of Directors:

- Referred bids for furnishing service trucks to management for evaluation and subsequent recommendation, on motion of Director Nakadegawa.

- Convened public hearing to receive comment on applications for four federal capital assistance grants.

- Adopted Five-Year Plan Update for Fiscal 1983-87, on motion of Director Nakadegawa.

- Approved series of service adjustment projects for implementation in June, 1982, on motion of Director Nakadegawa.

- Adopted resolution authorizing filing of application with Metropolitan Transportation Commission for allocation of State Transit Assistance Funds for Fiscal 1981-82, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting April 28, the Board of Directors:

- Awarded contracts to Val Strough Isuzu and GMC Truck and Coach for furnishing a combined total of 14 service trucks, on motion of Director Fajans.

- Rejected proposals for constructing sound barrier wall for Central Maintenance and Stores facility and authorized re-advertising of the proposal, on motion of Director Bettencourt.

- Approved forthcoming implementation of a six-month trial period of special service to Fremont senior citizen apartment complex, on motion of Director Nakadegawa.

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First of new Gilligs Gets test-run

What the Press is saying about transit

Oakland Tribune

Help for transit

Unless a last-minute wrench is thrown into the spokes, local transit operators will receive some needed revenue from the passage of a transit funding proposal soon to reach Governor Brown's desk.

Sen. John R. Foran and Assemblyman Bruce E. Young are both sponsoring bills containing this proposal, which would change the way certain state transportation funds are allocated and give operators a greater share.

The money, expected to be about $150 million for the 1982-83 year, is the surplus remaining from the quarter of a cent sales tax on gasoline after $400 million is directed to the counties for transportation.

Currently, the surplus is divided equally between the California Department of Transportation and regional transit planning agencies, such as the Bay Area's own Metropolitan Transportation Commission.

The agencies then distribute the funds to local transit operators like AC Transit, BART and S. F. Muni.

Foran's SB 1335 and Young's AB 2551, which have passed in their respective chambers, would divide the money among three recipients: 42 percent would go to the planning agencies, 18 percent to local operators based on fare revenues and local support, and 40 percent to Caltrans.

Estimates are that BART would get $3.9 million, Muni would get $6.8 million and AC Transit would receive $2.7 million.

Transit operators around the state, attempting to cope with inflation and diminishing federal subsidies, face cutbacks that jeopardize maintenance and service. AC Transit, in particular, plans to cut 140 employees and increase fares to avert a projected $5 million budget deficit.

Unfortunately, Caltrans has voiced disapproval of the bill and is lobbying the governor to veto it when it lands on his desk. Caltrans objects to losing some of its share of the surplus, which it has used to promote intercity rail service in the state.

But the legislators who overwhelmingly passed the two bills had their priorities straight. Helping keep buses on city streets is more important than promoting rail service in corridors where planes, buses and freeways already provide adequate service.

We hope that Gov. Brown, when one of these transit bills lands on his desk, will not forget the financial plight of many operators and the transit needs of the state's urban residents.

(Ed. Note: Both SB 1335 and AB 2551 were signed into law by Governor Brown on Tuesday, June 29, 1982)

Effective July 1

Fares go up to alleviate deficit

New fares go into effect on all AC Transit Local, Intercity Express and Transbay bus service Thursday, July 1. The new fare structure was adopted by District Directors at their June 9 meeting, but the action was preceded by months of staff study and an April 6 public hearing.

Increases encompass cash-fare rates for adults, youths, senior citizens, and certified handicapped riders; plus prices of Monthly Passes in all categories.

District financial projections are that the fare adjustments will generate almost $4 million during the coming fiscal year, helping to offset a sizeable projected deficit. The Board also approved elimination of the Sunday/Holiday Pass and the Shop-Around Pass.

Basic Rates

Under the new fare structure, adult Local fare increases by only 10 cents — to 60 cents per ride. Intercity Express fare becomes 60 cents for Zone 1, 85 cents for Zone 2, and $1.10 for Zone 3 trips. Transbay rides will cost $1.25 (Zone 1), $1.50 (Zone 2), and $1.75 (Zone 3).

Youth fare (for ages 5-16) rises to 40 cents for Local and Express trips, and — for transbay service — to 60 cents (Zone 1), 70 cents (Zone 2), and 80 cents (Zone 3). However, Directors also approved a substantial discount on Youth Monthly Passes and Convenience Tickets to be sold through East Bay schools. The price to parents of students who purchase from the schools will be $12 (rather than $14) for a Monthly Pass and $3.50 (rather than $4) for a ten-ride strip of tickets.

Senior citizens and certified handicapped riders will pay 15 cents for Local and Express bus service; and 60, 70, or 80 cents, depending on zone, for Transbay trips.

Monthly Passes

Adjustment of cash fares is to be accompanied by a shift in Monthly Pass rates. Beginning with July passes, the new rates become: Adult Local Pass, $24; Adult Transbay Pass — Zone 1, $45, Zone 2, $54, Zone 3, $63; Youth Local Pass, $14; Senior/Handicapped Local Pass, $4.

In a policy change to take place concurrently, but on a three-month trial basis, Directors agreed to charge BART-to-Bus patrons half-fare for trips via transfers (previously free) on condition that BART be requested to reimburse AC Transit for the portion of the transfer costs not paid by the rider.

According to General Manager *Robert E. Nisbet,* "We can't continue to subsidize reduced fares for BART riders without cutting other segments of our bus service or imposing higher fare and transfer costs on bus-only riders."

Funding Crunch

The District's action on fares is the latest in a series of adjustments aimed at improving a deteriorating financial situation which stems from decreased levels of Federal financial support for public transportation. Adding to the shortfall is insufficiency of state and regional transit dollars to bridge the gap in funding to meet rising costs of operations.

Other dollar-saving actions already in effect or slated are a series of service adjustments and realignments, plus an across-the-board personnel cutback affecting about 140 AC Transit employees.

THE COVER — This prototype 40-foot model — the first of an order of 141 buses (including 35-footers) placed early this year — got an initial inspection and test-run late this month in the industrial area of Hayward, near where it came off Gillig Corporation's assembly line. The new models will join the bus fleet as replacements for coaches being retired after many years of service.

Area parks beckon to bus passengers

When the great out-of-doors beckons to AC Transit patrons this summer, the System will again be geared up to provide regularly scheduled bus service to some of the East Bay's loveliest parks, including Tilden Regional Park in Berkeley, Don Castro Regional Recreation Area near Hayward, and Point Pinole Regional Shoreline in Richmond. This lark-in-the-park service begins June 18 and continues through September 10.

For picknickers, hikers, and other fun-in-the-sun enthusiasts, such service eliminates the cost and hassle of going by automobile. AC Transit is able to continue offering the service this year — in a period of operating cost-squeeze — through partial subsidy by the East Bay Regional Park District.

Plans for AC Transit's familiar scheduled service to the parks include the following:

- Daily service at hourly intervals from BART/Berkeley to Tilden Regional Park, operating from about 11 a.m. to 6:30 p.m., with coaches equipped to handle bicycles at an additional 25-cent charge per two-wheeler.
- Weekday service at 30-minute intervals from BART/Hayward (via Line 95) to Don Castro Park, operating from about 6:30 a.m. to 6:30 p.m.; and weekend/holiday service at hourly intervals, operating from about 9:30 a.m. to 5:30 p.m.
- Weekday and Saturday service (via Line 78) at hourly intervals to Point Pinole Park, operating from about 9 a.m. to 7 p.m.

An additional advantage to patrons this year is a new charter-bus program co-sponsored by AC Transit and the East Bay Regional Park District. Under this program, members of non-profit organizations may, with two weeks advance notice, reserve a bus or two for a weekday outing to any park within the two-county district that is reachable within 30 minutes of the boarding point.

Thus, church and school groups, senior citizens' clubs, organizations for the handicapped, and other agencies may custom-plan economical outings during the entire summer period.

Reservations and information for this summer charter program may be obtained by calling the Park District at 531-9300, EXT. 261. For information about AC Transit's regularly scheduled summer service to the parks, patrons may call the transit information service at 653-3535.

Directors adopt '82-83 budget

At its June 23 meeting, AC Transit's Board of Directors adopted an operating budget of $95 million for the 1982-83 fiscal year.

Fares amount to an estimated 38% of revenues projected for that financial period, which runs from July 1, 1982, to June 30, 1983. The budget reflects increases to be produced by the fare raises which go into effect July 1 and also the dollar savings to be realized from intensive cost-cutting efforts, ranging from service adjustments to personnel reductions.

Sources of other operating revenue for 1982-83 include: 18.5% from property taxes; 18.1% from Transportation Development Act funds; 17.9% from the local 1/2-cent sales tax; 6.3% from the federal government; and 1% from non-farebox revenues such as advertising.

Newly-offered Passes Show sales increases Since March launching

Monthly bus passes for youths (ages 5-16), senior citizens, and certified handicapped riders have been well received since introduction.

When first offered in March (for April use), the newest convenience passes were bought by about 2,250 riders in the three categories. By April, sales had increased to almost 2,500; and, in May, sales were more than 3,800 — a 59% increase over the first month's issue.

Most numerous new pass buyers are youth: some 2,000 in May. Yet 1,300 seniors and almost 600 handicapped riders also bought cards last month.

Some 12,000 Adult Local and Transbay passes were sold in May, bringing total sales in all categories to almost 16,000, plus additional sale of 1,000 "MUNI Connections" — the sticker that transforms a Transbay pass into a "MUNI Fast Pass" for use in San Francisco.

Win streak

PRIZE PACKAGE — Senior PBX Information Clerk Joy Graner (right) receives first-place award for naming new service to Chapel Way senior citizen complex in Fremont. Her choice — "The Silver Streak". The specialized service, which began this month, provides Chapel Way residents with Wednesday and Friday schedules of direct bus connections to BART, hospitals, shopping centers, and other area destinations. Shown presenting Joy the prize for christening the service is Customer Information Supervisor Audrey Oliver. The contest was conducted among PBX Information personnel, with the winner receiving a decorative figurine.

The way we were...June, 1972

Vignettes of AC Transit activities of the recent past, as gleaned from previous issues of Transit-Times.

- ***Headsigns were rolling off the press to identify buses which would be inaugurating AC Transit service to BART, whose scheduled debut-of-operations was September 11, 1972.***
- ***Records were being broken!***
  Maintenance Department was celebrating a previous month's all-time record for trouble-free operation, during which the fleet of 721 buses operated 2,139,619 miles with only 95 road calls — an average of 22,522 miles per mechanical failure. Emeryville Division drivers were proud of a new, all-time monthly safe driving average: 21,420 miles per accident.
- ***Drivers were participating in a federally-financed study (along with their peers in four other systems across the country) to pin-point the skills and personality traits which result in the best behind-the-wheel performers. Aim of the study was to decrease the transit industry's high first-year turnover rate among drivers.***

Maintenance Manager

Bertz ends 40-year transit career

Richard H. "Dick" Bertz, who started at the bottom and worked his way to the very top of the Maintenance Department at AC Transit, is retiring after nearly forty years of service.

Bertz, whose career covered virtually every job in the field, has become recognized as one of the most knowledgeable specialists in transit maintenance.

In commenting on his four decades of public service, Bertz says, "It's strange. When I first came to work for the District my goal was, hopefully, to become a shop foreman someday. It happened that I was lucky enough to become a superintendent and then, later, maintenance manager."

Bertz has always told new employees the opportunity to rise to the top is open to them and that he is evidence of that fact. He went to work for Key System, AC Transit's predecessor, in 1942 as a cleaner in the garage. Soon, however his public transit days were interrupted by World War II, in which he saw service as a Marine on Guam and Iwo Jima.

In 1946 he became a mechanic, and in 1948, a leadman. In 1951 he advanced to mechanic Class A and working foreman on the inspection pits at Seminary Division. He was promoted to Emeryville Division superintendent of maintenace in 1968, and in 1978 he assumed the top post of maintenance manager.

Bertz's interest in transportation extends beyond his job. He is an avid model railroad buff and has an impressive collection of working model systems in his San Lorenzo home. He and wife Dottie, a fourth grade teacher at Garfield School in San Leandro, have lived in their present location for 28 years.

Travel will figure in Bertz's retirement years. He and Dottie plan trips to Canada and Europe and to various points in the United States. To keep his hand in, though, he also will be serving as an independent maintenance consultant. Additionally, Bertz expects to keep busy with his hobbies as a handyman. He enjoys carpentry, painting and the making and repairing of clocks.

"There really are a lot of things we will be doing," he says.

And when things get too hectic, he and Dottie will take time off to visit their Sierra vacation home, outside Coloma on the American River.

"I've got an old innertube from a 1700-bus tire," he says. "I put that in the river and kind of look on it as my yacht. I intend to spend some of my vacation time on the yacht!"

FAREWELL SALUTE — Dick Bertz receives retirement pin from Jean Holmes, Board President, during farewell dinner, at which his wife Dottie (right) shared the spotlight.

Our 'Stockholders' Write

I am anxious to convey my compliments to this driver (*Norman Grant*) . . . as I wanted to let AC Transit know he was exceptionally helpful and most kind to all passengers.

As I am a morning passenger, it is so delightful to start the day with a cheerful and kind bus driver. Thank you and many thinks to Driver Grant. I hope he will be driving the bus I use often.

Margaret Waddell
Oakland

* * *

Riding the 88 bus coming from the North Berkeley BART, I met *Janice Beel.* I just want you to know what a kind and courteous young lady she is. I have ridden with her other times, and it is really wonderful to ride with a nice driver.

She really is a sweet person; she will go a long way.

Mary E. Bigham
Oakland

* * *

Just wanted you to know how much I appreciate your putting out a pass for the senior citizens. I use mine and am so glad I don't have to have the change.

Marie C. Muzsek
Alameda

* * *

Just a short note to compliment you on the courtesy, thoughtfulness of Driver *Marion D. Scott.*

I have just recently moved here from Palm Springs, and it's a pleasure to have such a driver. I have ridden with her about four times, and have noticed how considerate she is of her passengers.

Virginia S. Whitman
Oakland

* * *

Please be informed that it has been a pleasure to ride with Mr. *Al McClain* on the 40 Line (which I ride daily).

Mr. McClain has shown the utmost courtesy. I also feel that his courtesy and consideration have far surpassed any driver that I have ridden with in a long time.

I have always been able to reach my destination in time, which would indicate to me that Mr. McClain is a good and thoughtful driver.

Lydia L. Word
Oakland

* * *

Wish to commend you on your service and your driver, Mr. *Bruce MacLeod.* He is an excellent driver, courteous and helpful to all passengers. It is such good drivers that make AC Transit a pleasure.

I have been a property tax payer in Contra Costa County for fifty years.

Mrs. Jess V. Allen
Antioch

* * *

On the morning run Monday, Thursday, and Friday our bus driver is *LaWanda A. Payne.* We think she is a superb driver; she gets us there on time and is very kind and considerate toward others.

Kathleen Johnson
Oakland

Actions of the Board

At an adjourned regular meeting May 26, the Board of Directors:

- Approved contract with Deloitte, Haskins and Sells for financial auditing services, on motion of Director Rinehart.
- Approved reroute of Line 83A to improve service to Oakland Airport Business Park, on motion of Director Nakadegawa.
- Authorized service to certain East Bay Regional Parks from June 18 to September 10, 1982, contingent upon subsidy from East Bay Regional Parks, on motion of Director Nakadegawa (see story, pg. 4).
- Authorized General Manager to advertise and seek bids for purchase of UHF radio communications equipment; to seek bids for purchase of 17 automobiles; and to sell 20 surplus automobiles, on motion of Director Nakadegawa.
- Authorized travel of District representatives to American Public Transit Association Annual Conference in Boston October 17-21, on motion of Director Bettencourt.

* * *

At a regular meeting June 9, the Board of Directors:

- Adopted resolution establishing November 2, 1982, balloting for choosing four Directors, to be held in conjunction with California general election of that date, on motion of Director Bettencourt.
- Approved schedule of fare adjustments, to be implemented July 1, 1982, on motion of Director Rinehart (see story, pg. 3).
- Awarded contracts to W.A. Smith for sound-wall construction and R.L. Enterprises for building renovation in connection with preparation of District's central maintenance facility, on motion of Director Rinehart.

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Governor signs bills Providing transit aid

Our 'Stockholders' Write

As a regular F Line commuter, I have become acquainted with many of your drivers. Many of them are excellent. But Driver *David Brooks* is so exceptional I wanted to write to you about him.

For one thing, he has shown an expert touch with smokers on the bus, effectively combining firmness with a non-threatening matter-of-factness. What's more, he stops the smoking as soon as it starts, before the smoke has already filled the bus or passengers have begun complaining.

What strikes me from all this is that he has an extraordinary awareness of his passengers and an uncommon ability to monitor his busloads.

Bonnie Baskin
Berkeley

(Ed. Note: AC Transit's long-standing rules governing onboard behavior, including the no-smoking rule, now have the backing of formal law. Earlier this year, California Penal Code, Section 640 took effect, making passengers who break these few rules of reasonable bus-riding behavior subject to arrest and/or fine.)

* * *

You have the nicest drivers on the Q Line. I'm writing to you about one in particular. I really look forward to catching the 5:30 p.m. bus from El Cerrito Del Norte BART to Pinole on my way home from work. Your driver *Michael E. Orona* is so nice, he makes the end of a long day very enjoyable. Not only is he courteous to his passengers, he is a very courteous driver.

Deborah Lea Reed
Pinole

I am writing you to commend the brave action taken by a bus driver leaving San Francisco on July 15. This bus driver (along with another bus driver who aided him) risked his own life rescuing a man from a car on fire on the Nimitz Freeway. I can't tell you what a moving feeling it was to see him run into that cloud of smoke and forcibly open the car door in order to save that man's life.

Please see to it that this bus driver receives the recognition he deserves.

M. Beaudoin
Alameda

(Ed. Note: Drivers Billy J. Givens and Charles Walker have been commended by the District in connection with the incident described above.)

* * *

I am a senior lady, use Line 53 quite often, and have seen *Carl Swanson* extend many courteous services to his passengers. There are many of us seniors living in this area, along with others, including some of the smaller school children, and there has always been courteous and careful service from him.

Florence Bolten
Oakland

* * *

While a passenger on College Avenue bus I witnessed an incident which reflects credit on the driver, Mr. *R. E. Smith.*

There was some difficulty in maneuvering the lift for a disabled person in a wheelchair. Mr. Smith was exceptionally patient and considerate, and deserves to be commended.

R. F. X. Uhl
Berkeley

Older bus phase-out program progresses

AC Transit's program of bus replacement has reached a complexity of different stages as of this summer of 1982.

Currently, some needed replacement coaches are being sought through grant applications; some on order are still in production; and some are just being delivered and placed in service.

With the July request for federal funding of 58 buses (see adjoining story on this page), grants are being sought for a total of 134 coaches. The July grant application joins a proposal for 76 buses submitted to the federal government in April.

Delivery of 141 new Gillig buses, produced in Hayward, commences in August and will continue through October, 1982. Fifty of these will be 35-foot coaches, with the remaining 91 to be 40-foot urban vehicles.

Neoplan, of Lamar, Colorado, begins delivery of 60 40-foot buses in August, with completion slated for the end of September.

Fifteen new 40-foot Flyer buses, from Winnipeg, Canada, will be delivered in late September, joining the 175 Flyers delivered in 1981.

THE COVER — California Governor Jerry Brown signed legislation late in June which will provide $90 million in financial help for public transit systems throughout the state during Fiscal 1982-83. The bills were SB 1335 and AB 2551. Present at the occasion were (from left) AC Transit Board Vice-President Michael H. Fajans; State Senator John F. Foran (D-San Francisco), sponsor of SB 1335; Sacramento Regional Transit District Board Member Art Bauer; the Governor; Sacramento Regional Transit District Chairman Phil Flynn; Assemblyman Bruce E. Young (D-Los Angeles), sponsor of AB 2551; AC Transit General Manager Robert E. Nisbet; and California Business, Transportation and Housing Secretary Lynn Schenk.

With federal approval of the now pending capital acquisition grants, AC Transit will have 350 new buses to replace older equipment. Currently, the fleet size is 852 coaches serving urban and suburban patrons in the System's approximately 620-square-mile service area.

Board acts on grant matter

AC Transit is seeking federal funds to buy 58 new buses to replace veteran vehicles which have run more than a million miles in service to East Bay riders.

The new bus order, which could run as high as $11 million, would provide 35- and 40-foot coaches to replace models bought in the 1960's.

Funds for the replacement would be on a matching basis, with 80% from the federal government and 20% from local sources.

The Board of Directors, which approved the request for funding at its July 28 meeting, also scheduled a September 8 hearing to receive public response to the proposal.

FACILITY PROGRESS — In late July, renovation and construction work at AC Transit's future East Oakland facility included erection of this sound barrier wall, expected to be completed in about 30 days. Total project includes renovation of existing structures on the site and construction of a new central maintenance building, for which preliminary design work is proceeding on schedule.

Saluting excellence

Recognition plan gets Board O.K.

Long-standing elements of AC Transit's program for recognizing employee performance, years of service, and safety achievements have been blended with some new and revised elements to form an Employee Recognition Program which was approved by the Board of Directors at its July 28 meeting.

The three-part program covers honors to be awarded drivers who avoid accidents; those to be given Maintenance people with exemplary safety records; and those which spotlight District employees in all other categories for years of service, safety awareness, and good attendance.

In addition to the familiar safety patches and certificates which drivers receive annually for safe-driving, some new incentives have been added to the recognition system. A driver's first-year award now will include a belt buckle with the AC Transit logo. Then, beginning with the fifth-year safety award — and at five-year intervals thereafter — drivers who qualify will receive pins set with gem stones of increasing degrees of value.

Awards to Maintenance personnel are based on a year's record of safety in operating District vehicles and no loss of man-hours due to industrial injury. The first year's achievement will be noted by award of a belt buckle. However, this category of award buckle will feature a changeable panel which will reflect subsequent years of achievement. Pins presented to qualifying Maintenance employees at five-year intervals are identical in scale-of-value to those for drivers.

The honors program for all other District employees include pins of a rising scale of value to be awarded at five-year intervals, then a ring denoting the 30-year service milestone.

Aim of the awards program is to spotlight effectively those employees who demonstrate exemplary work habits and attendance and those whose skills and conscientious alertness result in safe operations of vehicles and equipment.

SAFETY FEED — It was a choice of breakfast or lunch "on the house" for Richmond Division drivers on duty July 29 as they reaped the culinary rewards of the previous month's all-time safe driving feat — averaging 25,812 miles per accident (see story, pg. 9). The "feed" began at 4:30 a.m. and continued until 2:30 p.m. to accommodate different shifts.

Passes bring tax saving

New additions to California's income tax laws make purchase of an AC Transit Monthly Pass an even more attractive bargain.

The "Show-and-Go" Pass offers unlimited rides for a whole month. And now, thanks to SB 320, authored by Senator Nicholas Petris (D-Oakland) and signed by Governor Brown in July, the state offers transit pass users a tax deduction of up to $7 a month.

AC Transit monthly passes are available during the last week of each month for use in the entire following calendar month. Introduced during the past three years, they include the Local Pass for various categories of riders — Adult, Youth, Seniors/Handicapped — and the Transbay Pass.

Now, to the previous known advantages to pass-buyers — a month's unlimited rides while avoiding the hassle of handling exact change and transfers — is added the bonus attraction of a tax-break!

Technology will improve traffic counts

The latest electronic 'black box' to be used in District buses soon will be in the hands of traffic checkers. New hand-held passenger counters, displacing pencil and clipboard, are designed to yield accurate, detailed bus-use data.

An electronic 'memory' in each unit records thorough data, including the day, time and route or location being checked. And as the count proceeds, entries made by the checker, plus time-checks from a built-in electronic clock, provide an itemized account of ridership activity. On board a bus enroute, the counter records boardings and alightings at each stop. It's equally adaptable to stationary use — at a transfer point, for example — to register riders passing that point.

Reporting the information will be extremely simple: using a pocket-size adaptor and the nearest telephone, the traffic checker transmits data to a receiving unit in Schedules Department — a self-contained mini-computer connected to other District computers, giving Schedules and Research and Planning immediate access to the data.

This data processing capability will enable both departments to conduct statistical analyses of the most detailed rider-activity information — down to assessing boardings and alightings at an individual bus stop. With the system on-line this Fall, planners and schedulers will have even better data with which to develop productive service adjustments.

"Black Box" tallies bus-use

'EZ DATA' — Planner Eric Harris (above, right) at the computer station which receives, via telephone, ridership statistics keyed into electronic counter (left).

New Line 47 service Will aid Fremonters

A new bus route providing expanded weekday service to AC Transit's Fremont patrons will be inaugurated September 7. Designated Line 47 and approved by the Board of Directors at their June 23 meeting, the new service is a crosstown route connecting north and central Fremont via Fremont Blvd., providing access to Irvington and Mission San Jose, and offering the additional bonus of improving bus travel to Ohlone College. Thus, service implementation has been scheduled to coincide with the opening of the 1982-83 school year.

Operating with 30-minute headways from 6:30 a.m. to 10:30 p.m. on weekdays only, Line 47 will originate in Union City at Alvarado and Union City Blvd., operating via Alvarado, Fremont and Washington Blvds. to Ohlone College, which is located on Fremont's Mission Blvd.

Besides improving service along the Fremont Blvd. corridor and access to the college, Line 47 will offer a more direct link between north Fremont and Hayward through a connection with Route 93A and Route 21 in Union City. Also, it will offer first-time transit service to an area along Washington Blvd.

Personnel Department

System's people specialists s

This is a period in which a lot is heard about "the whole person" — a prevalent buzz-phrase which finds a place in many contemporary probings (some serious, some superficial) of the American condition.

In the workplace, including AC Transit's, those charged with the chief responsibility of keeping their fingers on the pulse of "the whole person" — or, more accurately, "the whole employee" — are the personnel specialists. And while this responsibility alone is challenging and demanding, the District's Personnel Department must fulfill its dual function of dealing, every day and on a variety of levels, with the public in general, including job seekers of all ages, skill levels and vocational/career aspirations.

But applying and interviewing for a job is only the beginning of an actual employee's relationship with the Personnel Department, which will continue to serve his/her needs — from records-keeping to counseling — as long as an individual remains on the payroll (and even afterwards in the case of official retirees). AC Transit's "whole employee" services are wide-ranging: unsnarling a problem with a health-insurance claim . . . answering a question about paycheck deductions . . . providing more details about a position that's been posted to inform in-house applicants . . . advising a manager about correct disciplinary procedures . . . helping solve a worrisome personal or family problem that may be affecting job performance.

This very brief summary emphasizes the day-to-day human dimension which is the heart of the Personnel Department's more formal list of functions. This list includes:

- Recruiting of all new hires, culminating in selection of the best available person from among all applicants.
- Maintaining District manpower records and individual employee personnel files.
- Monitoring the administration of the Collective Bargaining Agreement.
- Conducting wage and salary reviews and position classification surveys.
- Developing and implementing employee training and executive development programs.
- Providing counseling and support services toward improving the quality of working life and gaining maximum productivity from the District's "human resources".

Personnel panorama

Above, far left: Roy Owens, personnel analyst (left); James Albright, senior personnel analyst.

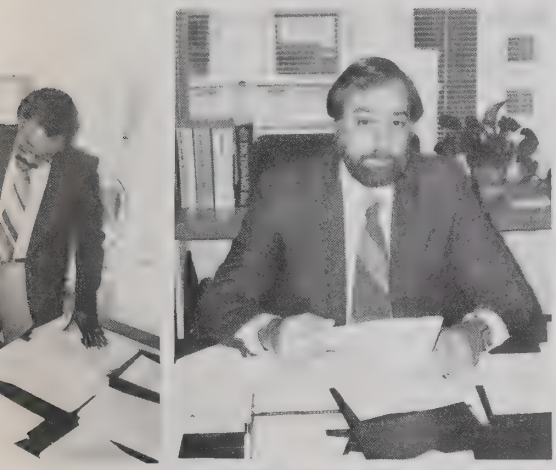
Clerk Charlesetta Brown (above); Receptionist Betty Carlisle (right).

rve public and peers alike

Organizational responsibility for providing these wide-ranging internal services is divided among five departmental components:

From *Training* (now at Seminary Division but soon to move to expanded facilities) new bus drivers learn the technical and human-relations skills that enable them to provide courteous, efficient, and safe service to riders.

New employees are processed by *Personnel Operations,* located on the 12th floor of AC Transit's General Offices in downtown Oakland. Working in close coordination with other departments, this group ensures that selected applicants have all the skills to meet specific departmental and District needs. These specialists must verify also that position classifications accurately reflect actual duties and job responsibilities.



PERSONNEL PEOPLE — Some of those who share the responsibilities of AC Transit's personnel function are (above, center) Andrew Phillips (at desk) and James Kidd, labor relations representatives; Gary Ogg (above, far right), department manager; and Lee Skilling (below right), assistant manager.

Down the hall is *Records,* where District-wide manpower files and individual employee records are maintained and updated. It's this group that provides current information about health plans and other benefits to employees, retirees, and insurance beneficiaries. This function makes heavy use of the data processing system to maintain an electronic "Employee Activity Log", which records and reports promotions, transfers, terminations, retirements, wage changes, and other key data.

Labor Relations administers the Collective Bargaining Agreement, assuring that the interests of both the District and the rights of employees are protected. This section also assists in negotiating that agreement.

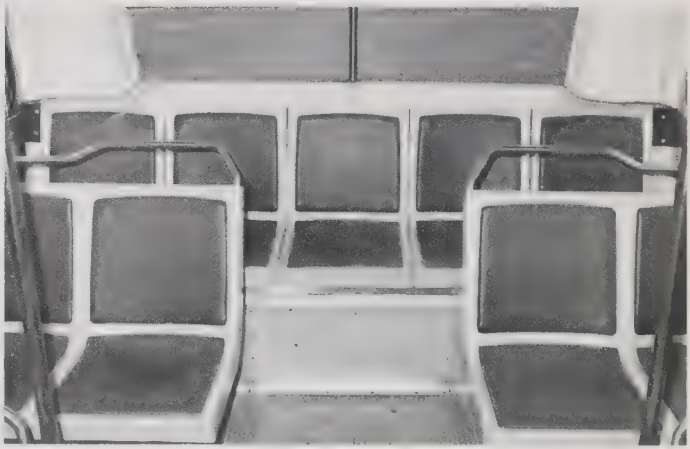
Employee Relations provides support services whose aim is maximum utilization of AC Transit's most valuable asset: its 2,100 employees. Toward this aim, its duties include: counseling on the broad range of problems that may impact on job performance; rewarding instances of efforts above-and-beyond-the-job through the achievement-recognition and other programs; and helping those troubled by alcohol or drugs to get the confidential, effective help they need.

As this run-down of its responsibilities suggests, AC Transit's Personnel Department, headed by *Gary Ogg,* is truly in the people business. And, in terms of the operational and human relations realities of the 1980's, that's a particularly challenging and demanding business to be in.

Additional new buses Arrive for AC's fleet

Prototype Neoplan (left) and Gillig buses were delivered in July for in-service evaluation. Both went into revenue service for assessment by Maintenance Department and also drivers, who were asked to report via questionnaires on factors including visibility, steering and braking characteristics, and rider reaction.

Data gathered in the road test will be assessed to determine if there's need for modification of the remaining 140 Gillig and 59 Neoplan coaches scheduled for production later this year.



SEAT TEST — Eight AC Transit buses are testing the durability and passenger acceptance of a new coach seat design, which features a plastic frame but retains a soft cushion and back for rider comfort. The cost-saving potential is considerable — price for this double-seat configuration is $220 as compared to $425 for more traditional seats — and maintenance/repair outlay is estimated to be less for this style.

Driver John Farrell, Jr., and two transit retirees die

John R. Farrell, Jr., 52, a driver at Richmond Division, died June 13 at his home in San Pablo. His employment in the transit field dated from 1953, and he had completed his 29th year of service in February.

He is survived by his widow, Donna, and four children: Della, Subrinia, Judith and Robert.

Oliver Roy Williams, 80, who had been a driver for many years prior to his retirement in 1964, died June 30 in Oakland. His employment in the transportation field began in 1923 when he joined AC Transit's predecessor organization as a streetcar conductor. His period of service spanned 41 years, concluding with his retirement from Emeryville Division.

Williams is survived by his widow, Alice, and six children: Roy, Oliver, Dorothy, Jane, Barbara, and Donna. The family home is in Oakland.

William H. LeFaivre, 69, who was a driver at Seminary Division before his retirement in 1980, died May 29 in San Leandro. His service to public transportation spanned more than 33 years, beginning in 1946 when he joined Key System, AC Transit's predecessor organization, upon completion of Army duty in World War II.

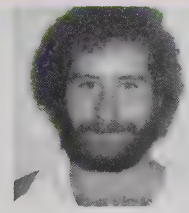
LeFaivre is survived by his widow, Mary, and son, Michael. The family home is in San Leandro.

Two more operators enter the 25-year safety circle

COLLECTING KUDOS — Frank A. Armas, 40th recipient of the quarter-century Safe Driving Award, says operating the vehicle is only part of what goes into a record-setting performance. "About 85-to-90% of it is handling the public. You've got to be able to cope with different people and different situations." Armas received his first Safe Driving Award October 18, 1955.

New Employees

Edward Booker
Maintenance
Emeryville



James Curley, Jr.
Maintenance
Seminary

John Harris
Maintenance
Emeryville

Abel Perreira, Jr.
Maintenance
Seminary

Emeryville honorees

SAFETY CEREMONY — Richard J. Faulkner receives his 25-year Safe Driving pin, becoming the System's 41st driver to accomplish this goal. As to advice for those striving for a similar record, he admits, "There are no secret ingredients," except perhaps effort and concentration. Faulkner earned his first safety award June 27, 1957. The two July honorees — Faulkner and Armas (left photo) — received their quarter-century driving honors from Robert J. Shamoon, assistant general manager for operations. Scene was AC Transit's executive offices in downtown Oakland.

Divisions meet safety mark

In June tallies, three divisions achieved the established safe-driving goal. Heading the list was Newark Division, with a month-long average of 37,768 miles per accident. Richmond's record was 25,812 miles per mishap; Seminary's was 15,763 miles.

Total service logged by all drivers during June was 2,667,890 miles.

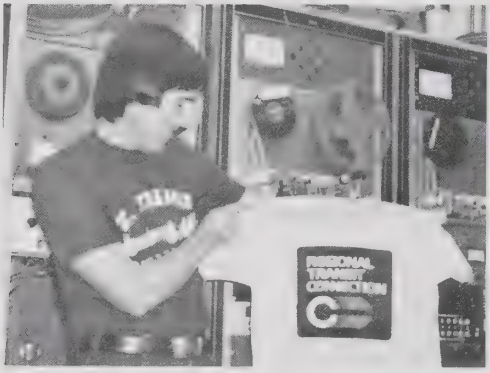
All divisions achieved the month's standard safe-driving goal — 13,250 miles per accident — in May, according to Safety Department's tallies.

Newark Division's record was 40,893 miles per accident; Seminary's average was 17,401 miles; Emeryville's, 15,549; and Richmond's, 13,603 miles.

AC Transit's drivers as a whole compiled service figures for May totaling 2,727,943 miles.

Bus service helps boost area events

Attendance at two forthcoming East Bay community events will be aided by special AC Transit bus service. A light-hearted affair which has become a warm-weather favorite in recent years is the Bathtub Regatta, sponsored by Radio Station KNBR, San Francisco. Bathtub crafts ranging from fantastic-to-foolish will race August 21 at San Leandro Bay Regional Shoreline, Oakland. Shuttle bus service will operate from BART Coliseum for regatta-goers.



T-SHIRT CONNECTION — Carter B. Smith, KNBR personality, has a new T-shirt in his famed collection — the Regional Transit Association design which may be purchased for $6 from Marketing Department. Smith's station sponsors the Bathtub Regatta, served by special AC Transit shuttles.

Looking ahead to Fall's week-long list of events centered around Oakland's diverse performing arts scene, AC Transit is planning shuttle service from downtown and BART stations to the Festival of Arts site at Lakeside Park. This first-annual arts celebration will run from October 9 through 16.

Retirement round-up

- **Joseph Alfano,** Driver, Seminary Division, 37 years.
- **Johnnie Barnes,** Driver, Emeryville Division, 24 years.
- **Virgil A. Edwards,** Driver, Richmond Division, 34 years.
- **Richard B. Hilton,** Driver, Seminary Division, 20 years.
- **Russell A. Mathis,** Driver, Richmond Division, 27 years.
- **George G. Norton,** Driver, Emeryville Division, 20 years.
- **Carter D. Young,** Driver, Richmond Division, 21 years.

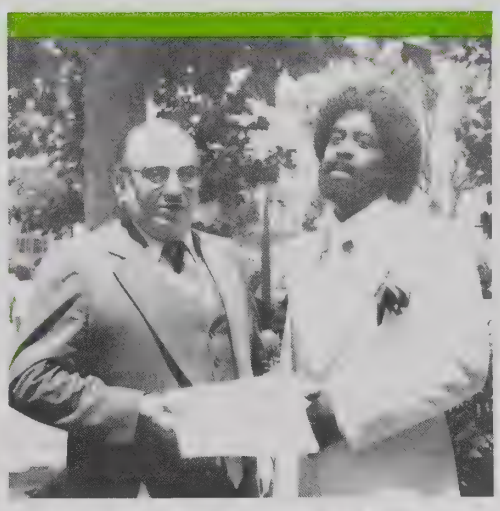
The way we were ... July-August, 1967

Vignettes of AC Transit activities of the recent past, as gleaned from previous issues of Transit-Times.

- *The Board of Directors adopted an $18,497,600 budget for the 1967-68 Fiscal Year, which represented a 6.1% increase over the previous year.*
- *The System was being asked to participate in a first-of-a-kind federal demonstration project to test various devices and procedures for deterring onboard robberies and other disturbances.*
- *A new "advanced design diesel bus" — a 51-passenger GM model — was added to the fleet after a five-month trial.*
- *Alan L. Bingham assumed the position of General Manager.*
- *The previous year had shown a 4.9% increase in transbay ridership, with an estimated 13,844,586 bus passengers crossing the Bay during the fiscal year ending June 30, 1967. It was reportedly the largest number of transbay passengers recorded since 1952.*

FOCUS: Transit People and Projects

HARVEST OF HONORS — AC Transit Driver Tom Huey poses with four of the most recent of his many trophies for body building. These four honor his accomplishments at the American Athletic Union (AAU) competition held in Alameda in early summer. The awards include: First Place Western America Natural (largest trophy in center), Most Muscular, Best Poser, and Best-in-Class. Huey, shown here at his home in Concord, has been with AC Transit since 1972. Currently, he works the extra board at Emeryville Division.



DIESEL EXPERTISE — Joel Carter (right photo) was chosen "Outstanding Student" from among AC Transit's second group of employees to be enrolled in the College of Alameda's program in diesel bus maintenance. He is shown receiving congratulations for a job well done by Robert J. Shamoon, assistant general manager for operations.

CLASS PARTICIPANTS — Marking completion of the nine-month, 216-hour diesel maintenance course, participants posed for a class photo. Of those shown, 14 are official graduates and eight have training hours yet to be completed.

Actions of the Board

At an adjourned regular meeting June 23, the Board of Directors:

- Authorized travel of General Manager to attend American Public Transit Association General Managers' Seminar July 18-20 in Denver, on motion of Director Bettencourt.

- Adopted resolutions establishing appropriation limit for proceeds of Fiscal 1982-83 taxes and authorizing allocation of tax proceeds and state subsidies to certain "restricted funds" previously approved or established by the Board, on motion of Director Rinehart.

- Adopted proposed 1982-83 operating budget for District 1, on motion of Director Rinehart.

- Approved reroute on Line 22, Fremont; partial service curtailment accompanied by schedule modifications on Line 43S, Richmond; and inauguration of crosstown service via the new Line 47, Fremont, on motion of Director Nakadegawa (see story, pg. 5).

- Approved support of California Assembly Bill 2873 and dispatch of letter to the sponsoring Assemblyman and Senate Transportation Committee, on motion of Director Fajans.

* * *

At a special meeting June 28, the Board of Directors:

- Authorized continuance of BART-to-Bus passenger transfers for a 90-day interim period with users required to pay 50% of base fare per transfer, on motion of Director Nakadegawa.

* * *

At a regular meeting July 14, the Board of Directors:

- Adopted resolutions authorizing filing of applications for federal operating assistance for Fiscal 1982-83, including grant for Antioch/Pittsburg service area, on motion of Director Nakadegawa.

- Approved renewal of Senior Van Service agreement with City of Fremont for Fiscal 1982-83, on motion of Director Nakadegawa.

Transit-Times

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ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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Event notes three-way East Bay business link

Our 'Stockholders' Write

I would like to bring to your attention the excellence of one of your coach operators — *M. E. Andrews.*

In one instance, he aided a blind passenger onto another bus — actually stopping the other bus and leading her onto it. Minutes later, he was providing written instructions to a passenger who was lost. A woman had just run onto the bus with her child, and Mr. Andrews waited patiently until she was seated before moving the coach.

Mr. Andrews' performance was above and beyond the ordinary.

Gregory Look
Berkeley

* * *

I believe that employees who are good representatives of their employers should be mentioned. Yesterday I was on a 51 bus from downtown Oakland to Alameda. On Santa Clara Avenue I observed that the driver, *Steven Hayes,* acted in a kind and compassionate manner toward an elderly gentleman.

Rebecca Wolstenholme
Alameda

* * *

Recently I rode a bus driven by *David Pinckard,* whom I found very friendly and courteous. As new passengers boarded, he greeted them with a warm "good morning", and I'm sure he brightened many of their days with his friendliness.

I think it really helps to promote a good image of AC Transit.

Sarah Murray
El Cerrito

I ride the bus rarely, so when I boarded I had to ask the driver the correct fare, for a transfer, and directions to my destination in Oakland. He was polite and helpful. When I changed buses, I showed my transfer to the driver who asked me to relinquish it. Later, I overheard the driver tell someone who also wanted to keep her transfer that another transfer could be obtained for half-price.

Why not have a sign with all this information about fares, transfers, ages, etc., posted in every bus? In addition, why not have it printed on the timetables, available to everyone. Newspapers would be glad to transmit changes. It would be helpful (to the operator) as well.

Ellen Drori
Berkeley

(Ed. Note: See item, Pg. 6, about AC Transit's rider information efforts.)

* * *

I would like to commend *L. D. Morrow* on being a very conscientious driver and dedicated worker while exhibiting courteous responses to all questions.

Helen Ponzelli
Lafayette

* * *

I was a passenger on a 51 bus yesterday and was so impressed with the driver's *(L. H. Lee)* gentlemanly, cheerful and helpful attitude and excellent handling of the bus down Broadway in heavy traffic that could try the nerves of a saint.

Mrs. J. H. Anderson
Oakland

Bus order

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Proximity to builder proves boon

Proximity of bus manufacturer to buyer — Gillig Corporation of Hayward to AC Transit — has proven to be a boon, according to System Directors, management, operating and maintenance personnel.

The advantages of having new coaches for AC Transit fleet replacement rolling off an assembly line so near Downtown Oakland headquarters and all operating divisions have been particularly dramatized since delivery began last month of the first of 141 buses ordered from the firm formerly famous as a builder of school buses.

Maintenance and transportation people have discovered how quickly production-line solutions can be agreed upon when it's possible to meet instantly with Gillig engineers to iron out problems right on the spot.

Since Environmental Equipment Corporation, which is furnishing the wheelchair lifts being installed on these buses, also is close by in San Leandro, the onsite problem-solving potential is further increased.

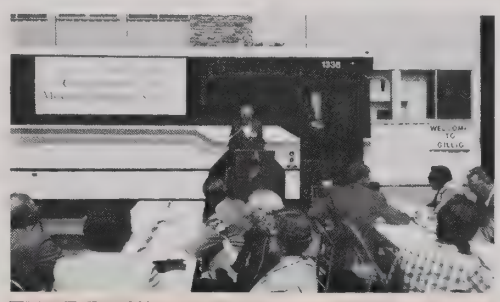
"In this case, too, their nearness is a definite advantage," according to General Manager *Robert E. Nisbet.* "When lift-equipment problems arise, we examine them jointly and hasten the solution."

There's also a dollar-saving benefit attached to this first-time situation of doing bus building business with an East Bay neighbor. Since the buses are driven just a couple of miles from the assembly site, the District pays substantially reduced delivery charges. This unit saving, multiplied by the total order of 141 coaches, adds up to nearly the purchase price of an additional bus.

For the East Bay as a whole, the Gillig order has meant several hundred jobs during a severe recession period in which Alameda County has been particularly hard-hit.

Also, as noted by Board President *Jean Holmes,* it's helpful to AC Transit's policy-makers to be able to "observe first-hand the process and the problems of building buses to meet the requirements of our System."

Says Nisbet, "With future acquisitions we'll have to see who comes in meeting specs and with a low bid. But this purchase has proven to be a boon to a local transit system, two local manufacturers, to local bus riders, and to the taxpayers."



THE COVER — A September 22 event marked the business link between AC Transit, Gillig, and Environmental Equipment Corporation which has present and future significance for East Bay public transportation and also provides a positive note in the recession-hit Alameda County employment picture. Among participants noting AC Transit's order for new buses from Gillig, with wheelchair lifts furnished by EEC, (upper left photo) were, left to right, Mayor Alex Giuliani, Hayward; Board President Jean Holmes; General Manager Robert E. Nisbet; Director William J. Bettencourt; and Gillig's John Olivera, vice president, and Dennis Howard, president. Nisbet (upper right photo) is shown with Kevin Adams, vice president, EEC. Organization officials, media, and guests gathered for the event (lower photo) in front of Gillig's Hayward manufacturing facility.

November election

Candidates vie for four Board positions

Four seats on AC Transit's policymaking Board of Directors will be determined by November 2 voting. The balloting by District voters will take place in conjunction with the statewide general election of that date.

Board seats to be determined are those which represent Wards III, IV and V, plus one Director-at-Large constituency. Those Directors elected in November will serve four-year terms which will begin January 3, 1983.

Ward III currently is represented by John McDonnell, seeking re-election in competition with Cecilia L. Phillips and Myrna Ochoa Valdez. All are Oakland residents. Ward III comprises the cities of Alameda and Piedmont, and that part of Oakland which is south of Highway 24, northeast of the MacArthur Freeway, and south of 35th Ave. It includes the Elmhurst, Fruitvale, Melrose, Millsmont, Montclair, Oakmore, Oak Knoll, Piedmont Pines, Seminary and Sheffield Village areas.

Ward IV is now represented by William J. Bettencourt, San Leandro. The other candidate for the seat is Philip J. Adams, Hayward. Ward IV encompasses the city of San Leandro, the unincorporated areas of Ashland, Castro Valley, San Lorenzo, the portion of Hayward east of the Southern Pacific railroad tracks, and adjoining areas within Alameda County.

Ward V's current Director is Jean A. Holmes, who is not seeking re-election. Candidates for the post are Linda Shepard and James M. Swint, Jr., both of Fremont. Ward V is comprised of the cities of Fremont and Newark, that portion of Hayward west of the Southern Pacific railroad tracks and adjacent areas within Alameda County.

Roy Nakadegawa currently holds a Director-at-Large seat to be decided from a slate which also includes Lois Bozant, Clarence Randolph Fischer, Alan Laird, and Hector Reyna, all of Oakland. Constituency includes AC Transit's entire service area, from Richmond and San Pablo on the north to Fremont.

Bus service kicks off For UC football games

The Golden Bears and the bus fleet joined forces as of mid-September when AC Transit kicked off service to University of California, Berkeley, football games for the 1982 season.

Football fans can get to Memorial Stadium without traffic-hassles or parking headaches by using AC Transit Lines 40 and 51/51A. Shuttle service also is operated between Third & University and Bancroft & Piedmont for local riders and for blue-and-gold fans coming from San Francisco on regular Line F buses.

BART riders may transfer to Line 51 buses at BART/Rockridge or at BART/Berkeley.

Regular fares prevail for the stadium service. BART passengers pay half-fare by showing their bus transfers obtained within the paid area of the BART stations.

TRAIN-TO-BUS — Newly-placed sign at AMTRAK terminal in West Oakland more clearly designates area where AC Transit buses may be boarded to complete the rails-to-wheels connection.

Survey spotlights transit consciousness

Adults in Fremont and Newark — bus riders and non-riders alike — voice a strong sense of community concern about bus service in their cities. This was a key finding in a market survey conducted for the District.

The riders voiced substantial satisfaction with the bus service (as reported in the May, 1982, Transit Times), and they voiced considerable concern about maintaining present levels of service.

In the second phase of the two-part survey — in-depth, 20-minute telephone interviews conducted with some 200 adult nonriders — even those respondents who voiced little interest in using the bus service themselves expressed great concern about maintaining it for others in their community.

Although the non-riders responded favorably to possible service adjustments that they found personally attractive — such as more frequent commute-hour bus service — they voiced strong opposition to achieving such changes by 'trading off' service levels currently operated midday.

Both riders and non-riders gave top billing to close-at-home bus stops in expressing their attitudes about their local bus network. This coincides with AC Transit's own long-standing concept of the importance of bus stops near homes.

However, while riders gave second place to 'economy' among their five 'very important' reasons for riding buses, non-riders ranked public transit's dollar-saving potential as fifth among their concerns when viewing the bus-use option.

Important motivators for transit use, both groups agreed, are such factors as freedom from parking problems and good service to the workplace and to shopping centers.

The information gathered on awareness, attitudes and opinions of both riders and non-riders in the two cities is now being studied for incorporation into future service planning and transit information efforts.

Two take new positions as Assistant superintendents

Don Myers

Bill Schmid

Don R. Myers and *William F. Schmid* are new assistant superintendents in the Transportation Department's Seminary Division.

Myers, a transportation supervisor for about 10 years, joined AC Transit in 1968 as a driver, making a dramatic switch from a previous career in banking. He lives in Antioch.

Schmid's span of transportation service — 19 years with AC Transit, plus a brief prior stint with Key System — has included responsibilities ranging from driver, transportation supervisor and central dispatcher to coordinating summer bus tours and helping establish the Bay Area Urban Transit Institute. His home is in San Leandro.

Film project approved

A new transit operator training tool, consisting of a 15 to 20-minute film/slide package, will be produced this fall (for January, 1983, completion) under sponsorship of the Regional Transit Association and funded by the Metropolitan Transportation Commission.

AC Transit coordinated ground-work for the project, whose aim is aiding operators in awareness and selection of effective means and modes of resolving conflicts which are part of the day-to-day challenge of serving the public.

Rider information output is diverse

Increasing the public's knowledge of AC Transit services and operating details with the aim of making the bus easy to ride, even for rare or occasional patrons (see letter, Pg. 2), requires a broad range of informational materials, services, and communication modes.

Prior to any service/fare/schedule adjustment, for instance, onboard car cards and take-home flyers not only describe prospective changes but encourage patron attendance at legally-mandated public hearings on the subject. Other means of keeping patrons informed include rider-alert newsletters (a recent issue was distributed door-to-door as well as onboard in quantities approaching a quarter-million); display and classified newspaper ads; and media releases.

Timetables, route maps, and service information leaflets are revised and updated as required. Customer Services Representatives regularly visit a broad spectrum of community organizations to bring how-to-ride information to patrons and prospective patrons of all ages.

In addition, a valuable trip-planning asset utilized regularly or occasionally by thousands of patrons is AC Transit's Telephone Information Center, which provides not only customized how-to-get-there instructions but the latest information on fares, transfer procedures and other helpful data.

These efforts are the responsibility of AC Transit's Marketing Department which also coordinates surveys on subjects ranging from proposed service and schedule changes to the comfort of bus seats.

Directors take APTA posts

Two members of AC Transit's Board of Directors have been appointed to American Public Transit Association(APTA) committees. They are William J. Bettencourt and Ray Rinehart, who were notified of the appointments last month. Bettencourt will join the APTA Marketing Committee, while Rinehart will participate in the Governing Boards Committee, the Legislative Committee and the Financial Management Committee.

Bettencourt has been on AC Transit's Board of Directors since it was formed in 1956, while Rinehart joined the Board in 1963. Both have served terms as President of the System's policy-making body — Bettencourt, three times and Rinehart, twice.

Board Actions

(Continued from back cover)

- Authorized General Manager to enter into contract with Spanier, Inc., to provide a Stress Management Program; authorized implementation of Employee Recognition Program, on motion of Director Bettencourt.

* * *

At a regular meeting August 11, the Board of Directors:

- Awarded contract to Motorola Communications and Electronics, Inc., for furnishing two-way radio equipment and accessories, on motion of Director Rinehart.
- Established position and salary range of Chief Labor Attorney, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting August 25, the Board of Directors:

- Convened public hearing to receive comment regarding applications for two federal operating assistance grants.
- Adopted resolution authorizing filing of claim or claims with Metropolitan Transportation Commission for allocation of net toll bridge revenues in Fiscal 1982-83, on motion of Director Fajans.
- Authorized request to Metropolitan Transportation Commission for reimbursement of half the cost of BART-to-BUS transfers from regional discretionary funds, with specification that other half of said cost be paid by BART from a similar MTC disbursement, on motion of Director Rinehart.

Death takes past-era transit 'pros'

William J. Meyers, 71, who was a Mechanic A in Maintenance Department at the time of his retirement in 1975, died July 11 in Oakland. His period of service to public transit spanned 39 years, beginning in 1936.

A resident of Oakland, Meyers leaves his widow, Florabelle, and six children: William, Paul, Steven, Matthew, Florabelle, and Janet.

John Chapman, 81, who had completed 48 years of transit service at the time of his retirement as an Emeryville Division mechanic in 1966, died August 26.

He was described when he retired as one of the District's genuine "old timers", since his experience dated from 1918 when he began work as an apprentice machinist for Key System, where his father was a long-time motorman and mechanic. Later, Chapman became a foreman, in charge of various shops and service units before the 1958 cessation of transbay train service.

He is survived by his widow, Elda, and daughter Kathleen Crosby.

Marion H. Chappell, 83, who was a driver at Emeryville Division before his retirement in 1963 following a 40-year transit career, died September 5 in Oakland.

Before making the switch to bus driving in 1958, Chappell had worked for AC Transit's predecessor organization as motorman, brakeman, and trainman. His employment dated from 1923.

He is survived by his widow, Lillian.

Everett A. Towers, 82, who had completed a half-century of service to East Bay transportation before his retirement as general superintendent of maintenance in 1968, died July 30 in Oakland.

His work in the transit field began in 1918 when he joined San Francisco, Oakland Terminal Railway. On the occasion of his retirement, he was described as one of the breed of "old time mechanics" with an intimate knowledge of all types of equipment and the ability to keep the rolling stock in repair.

Before moving to Oakland, Towers was a resident of Berkeley for 49 years. He is survived by his widow, Mildred.

Leslie R. Butler, 70, who retired as a bus driver in 1978 after 39 years with AC Transit and its predecessor, died July 30 in Oakland.

Though he began his service to public transportation as a streetcar operator in 1939, a full three decades of Butler's tenure was as a Seminary Division bus driver. He was the recipient, in 1976, of the 25-year safe driving award.

Butler is survived by his son, Leslie R. Butler, Jr.

William S. Pitt, 72, a driver whose 32-year transit career concluded with his retirement in 1975, died September 8 in Fremont. He was the husband of *Gene C. Pitt,* an AC Transit ticket clerk at the Transbay Terminal.

At the time of his retirement, Pitt was a Seminary Division driver. His employment in transportation dated from 1943.

In addition to his widow, he is survived by a daughter, Rebecca Pitt; and sons, Ronald and David Hall. The family home is in Fremont.

Operator efforts meet mark

Summer brought a harvest of favorable safe-driving statistics, with all AC Transit divisions meeting the monthly bogey (13,250 miles per accident) in both July and August.

Newark Division's averages were 54,985 miles per accident, July; 30,035, August. Richmond's figures for the same months were 19,961 and 21,994 miles per mishap; Emeryville's, 14,264 and 18,081 miles; and Seminary's, 17,600 and 15,886 miles.

District-wide driving totals during the two-month summer period amounted to 5,114,274 service miles.

Actions of the Board

At an adjourned regular meeting July 28, the Board of Directors:

- Authorized travel of one management representative to attend American Public Transit Association Operations Committee meeting and subsequent Regional Workshop in Las Vegas August 17-19, on motion of Director Nakadegawa.
- Authorized travel of Board President to attend Urban Mass Transportation Administration Productivity Seminar in San Diego August 4-5, on motion of Director Nakadegawa.
- Awarded contract to Moran Oldsmobile for furnishing 17 District automobiles, subject to compliance with specifications and bid documents, on motion of Director Bettencourt.
- Adopted resolution authorizing filing of application for a federal capital improvement grant to purchase approximately 58 buses with wheelchair accessibility; scheduled public hearing on the matter for September 8, 1982, on motion of Director Nakadegawa.
- Authorized General Manager to amend current contract with Deloitte, Haskins and Sells (within a specified cost ceiling) to cover development and installation of Automated Inventory and Fleet Maintenance Management Systems, subject to UMTA approval, with costs, if feasible, to be shared with Golden Gate Bridge, Highway and Transportation District, on motion of Director Rinehart.
- Authorized General Manager to negotiate for purchase of a General Offices building site and to enter into discussions regarding proposal for financing, design, and construction of such a building, on motion of Director Rinehart.

(Continued on Page 6)

Transit-Times

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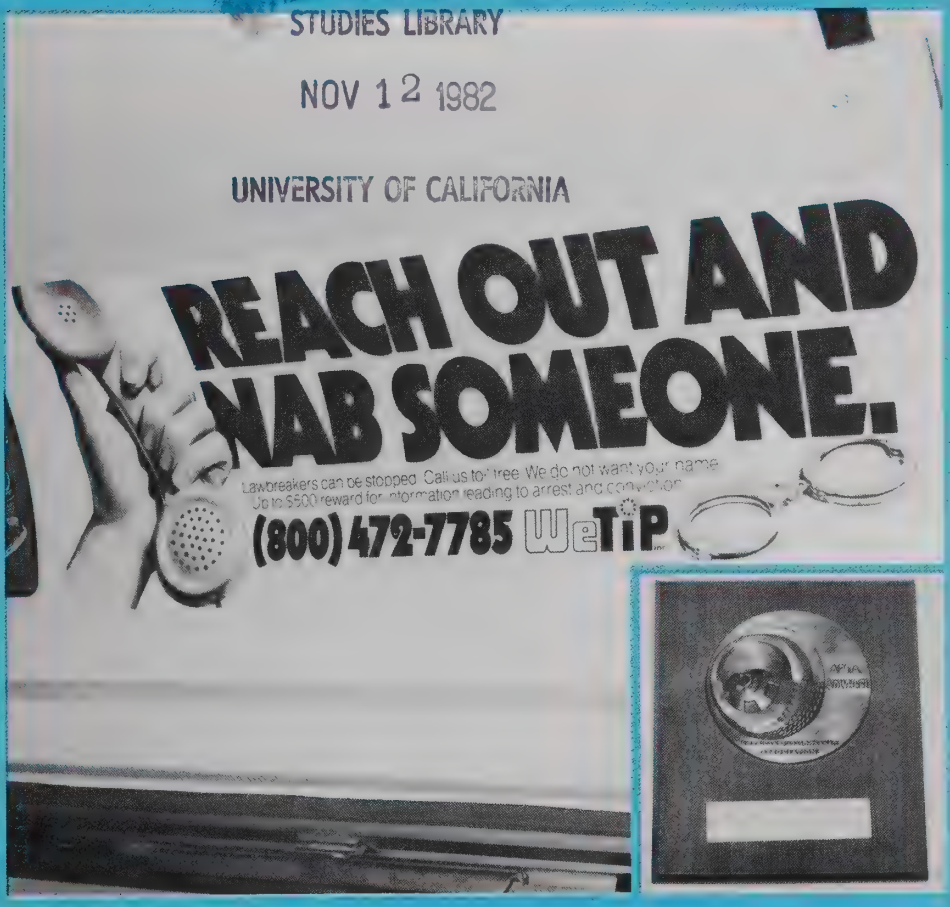
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(800) 472-7785 WeTiP

Anti-crime alertness campaign
Wins APTA transit-ad award

Our 'Stockholders' Write

The riders of the 83-A bus wish to compliment one of your most efficient drivers, *Mr. Al McClain,* on the wonderful job that he is doing. He is always on time and on the job, and is most courteous in giving out information when needed.

We surely hope that he will keep this run, because in doing so, we know that we will arrive at work on time.

Wilma Dodds
E. E. Harris, Sr.
Maxine Epps
Annie Harvell
T. Mouton
Shirley Clay
J. D. Jefferson

* * *

Because it is important to me that I get to work on time, my morning commute on the 51M is significant.

The driver, *Heinz Lankford,* is always on time. With his caution, courtesy, consideration and cheerful attitude to all passengers, he is a competent transit operator.

A. Petersen Runo
Alameda

* * *

I ride the 40 bus quite often with *Kim Sullivan,* who is always courteous, helpful and patient in explaining fares, transfers, and other bus lines, and never loses her temper, however heavy the traffic.

AC Transit should be proud to have her as an employee.

William Pepperell
Hayward

There have been many times when I have complained about the services of AC Transit throughout the 13-plus years I've lived in the East Bay. I, as many commuters, have groaned and winced when a new fare increase is announced.

However, having experienced direct employee/customer relations with *Pam Jenkins,* I will withhold any further minor complaints regarding your services.

Since moving to San Francisco, I've had to obtain various transbay information. Recently, I approached your counter demanding the fastest way to Oakland. Ms. Jenkins was extremely pleasant and patient considering my attitude. She excels in her ability to communicate with the public in a professional manner.

I strongly suggest you consider her a positive asset to your company, and I thank her for her assistance.

Mark J. Walton
San Francisco

* * *

In all fairness to the AC Transit system, you must be complimented with having one of the best systems in the country. Actually, the service is excellent.

I have lived in Boston, Mass.; Oakland; and for two years near Wilmington, Del., where nothing runs on Sundays.

Your $4 card for Seniors is also very much appreciated by me.

Mrs. Lillian Farkas
Oakland

APTA award

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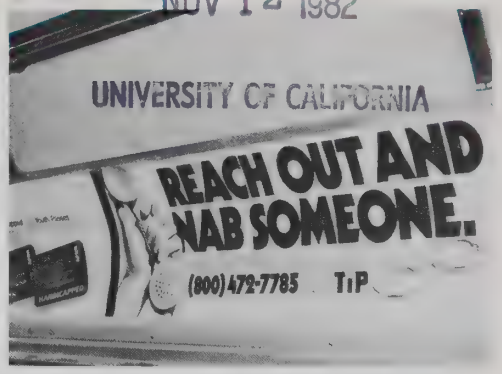
Anti-crime ad "nabs" national award

An AC Transit public-interest advertising campaign launched last Spring won industry-wide recognition this month in the form of a first-place award announced at the annual meeting of the American Public Transit Association in Boston.

The System's "Reach Out and Nab Someone" campaign was singled out for the top honor in competition with entries from other transit properties across the United States and in Canada. AC Transit's winning campaign — competing in the "transit outdoor" category — adapted the theme of a well known commercial to urge citizen alertness and cooperation in quelling crime on buses, in the streets, and within the community at large. Launched in support of a statewide citizens' crime prevention program called "WeTIP", it urged bus riders to call a toll-free number (800-472-7785) to report lawbreakers.



AC Transit also received an honorable-mention at the APTA gathering for the art work used in the Spring, 1982, advertising campaign aimed at introducing three additions to the System's family of Monthly Passes. The art work was integrated within an informational campaign to alert three categories of bus patrons — senior citizens, youths, and the handicapped — to newly available "Show and Go" passes for their riding convenience.

AC Transit's advertising agency, Busse & Cummins, San Francisco, submitted the entries. The APTA honors were accepted by Marketing Manager *Mike Mills.*

AWARD WINNERS — AC Transit's advertising and over-all public information effort was particularly heavy in Spring, 1982, encompassing announcements of major service realignment, a revised transfer policy, fare increases, introduction of three new monthly passes, and backing of the statewide anti-crime "WeTIP" program. The aim of any such information blitz is reaching the targeted group with a timely message presented within an eye-catching format. It's an added plus to win outside recognition, as occurred this month with an APTA first-place for the "Reach Out and Nab Someone" (top right) campaign and an honorable-mention for art work (above) to introduce the new passes. This month also, "Bus Ride" magazine's competition gave the runner-up award to AC Transit's route map/guide for the quality of its graphics.

THE COVER — Most AC Transit advertising is, naturally, aimed at selling the wide-reaching, complicated network of bus services; at informing patrons of changes affecting their use of the buses; and at introducing new riding conveniences, such as monthly passes. Another category of advertising, however, reflects the System's partnership in helping solve certain pervasive community problems. Within this public-service category, the citizen-alert "Reach Out and Nab Someone" compaign earned a first-place award at the annual meeting of the American Public Transit Association.

Alta Bates program

Hospital helps workers use transit

An extensive program to encourage Alta Bates Hospital employees to get out of their private automobiles and use alternative means of getting to work is meeting with success.

At the Berkeley medical facility, however, assistance to workers who are commuters goes beyond what might be expected. The hospital is extending its mission of helping people to the everyday matter of helping its employees find the best, most efficient, most economical and environmentally sound means of getting to and from work.

"We are interested in promoting public transit, car-pooling, ride sharing, and anything else to help reduce traffic problems, clean up the air and save energy," says Carol Condon, Transportation Coordinator at the hospital.

Among its other efforts, Alta Bates is paying half the cost of AC Transit Monthly Passes for employees. Local bus riders normally pay $24 for a pass to use AC Transit buses for an unlimited number of rides during the month of validity. The hospital's subsidy plan reduces the cost to workers to a modest $12.

"We have had a very positive reaction," says Condon of the AC Transit program. "The response to our underwriting BART train tickets also has been rewarding, as has our discounted parking fees for those who car-pool. We even offer monthly prizes for car-pooling."

At the present time, about five percent of the 2,000 employees at Alta Bates is using AC Transit passes. Condon points out that many others are taking advantage of BART reduced prices and car-pooling.

One goal being achieved is increased awareness of alternatives to using the private car. "We are providing a lot of information for our people," Condon says. "In addition to offering pocket timetables and other aid in getting them to and from work, we are answering questions about what to do on weekends and days off. And people are finding out how to get there by using public transit."

Although the program has been well received, Condon is hoping for more success. "We have accomplished a lot, it is true. But there is still a lot to be done. Among other things, we would like to see other employers in the area involve themselves with a similar transportation alternatives program."

PROMOTING TRANSIT — Alta Bates employees purchase AC Transit monthly passes (left) at half-price through the hospital's subsidy program. They find that bus routes provide easy commuting connections, and they gather to catch coaches (above) at the convenient bus stop on Ashby Avenue in Berkeley.

Life-cycle cost is bus buying factor

Can AC Transit save future bus operating costs by rethinking current bus procurement requirements?

The District Board of Directors and management staff think so, and they have launched an innovative plan called "Life Cycle Cost Evaluation." The new procedure, adopted by the Board this month, calls for information on bus bids which has not been required in the past.

Previously, manufacturers submitted bids for building buses and a contract was awarded to the low bidder. Under the new plan, bidders are required to estimate what future costs the District will incur in six categories. Differences in future costs will be weighed against manufacturing costs to determine what the actual "life cycle costs" of the buses will be.

The six categories used for evaluation are Fuel Consumption, Oil Consumption, Brakes, Engine, Transmission, and Preventive Maintenance.

The new procedures can mean long-term savings and might result in an apparent low bidder not receiving the contract after evaluation of life costs.

For example, one manufacturer may bid $160,000 per bus on a proposal, while a second manufacturer bids $162,000 per vehicle. However, on examination of the latter, the total cost for all six categories of life-cycle costs may be lower; therefore the second bid needs additional consideration. The lower life cycle cost could result in award to the second bidder, although the initial bid costs for the bus may appear higher.

"We think this can result in substantial savings to AC Transit in the long run," says Board President *Jean Holmes.* "We are still refining our requirements, but the concept is now a definite part of our procurement procedures," Holmes said.

Association elects leaders

AC Transit's Management Association has elected *Jean Stump* as president for 1983, succeeding *Jim Kidd.*

Robin Little becomes vice-president; *Sammie Carter,* secretary; and *Glen Purdy,* treasurer. Two new members of the board of governors who will serve two-year terms are *Regina Willis* and *Jim Miller,* replacing *Al Villata* and *Linda Crowe.* Continuing board members are *Ralph Alcock* and *Michael Quinn.*

Officers were chosen at the September meeting of the Management Association, the professional group which is open to all AC Transit management employees.

Ready assumes new post

Daniel J. Ready

Daniel J. Ready, who joined AC Transit's Legal Department in 1974, has assumed the new position of chief labor attorney for the District.

Ready is an alumnus of UC Berkeley, where he received his undergraduate and MBA degrees, then completed legal studies at the university's Hastings Law School. From his initial assignment at AC Transit as assistant trial attorney, he moved up to trial attorney — his position prior to the current promotion.

He lives in San Francisco.

All divisions achieve safety goal

Newark Division led in September's safety standings, achieving a mileage-per-accident average of 53,265. The three other operating divisions also met the month's safety bogey, with Richmond Division averaging 22,126 miles per mishap; Seminary, 22,032 miles; and Emeryville, 13,717 miles.

District-wide, AC Transit buses compiled a total of 2,571,267 miles in service to urban and suburban East Bay passengers during September.

Retirement round-up

- **Chester B. Anderson,** Driver, Emeryville Division, 36 years.
- **Thomas E. Cost**, Driver, Emeryville Division, 22 years.
- **Thomas Kotalik,** Maintenance, Seminary Division, 10 years.
- **Dale L. Rostomily,** Driver, Seminary Division, 27 years.

Fremont-Newark meeting scheduled

A public meeting and discussion for Fremont-Newark citizens — the third such forum to be held in the area during the past year — has been scheduled for Monday, Nov. 8, 7:30 p.m., in the Fremont City Council Chambers. Subject is current bus service.

Specifically slated for discussion are results of a survey of area riders and non-riders; suggested route improvements; evaluation of new Line 47 service; and review of general ridership/revenue data.

The meeting is jointly sponsored by the Fremont-Newark advisory committee to AC Transit.

Peripatetic party pleases Popular perpetual patron

ONBOARD PARTY — Jim Scully, a transit user since 1946, was honored at a party on Line 36 to note his retirement from American President Lines. The surprise was hosted by fellow riders and organized by Jeanne Brookman (with tray).

The way we were...October, 1965

Vignettes of AC Transit activities of the recent past, as gleaned from previous issues of Transit-Times.

- *Work began on adapting a newly-acquired, used articulated bus for transbay and East Bay express service. The 75-passenger coach was being re-fitted with automatic transmission, a new engine and seats, and re-located fuel tanks.*
- *The first day of the month marked a record in passenger revenue — $47,742. This farebox figure was attributed to fair weather, shopping bargains, and popularity of the new "Stop-off and Go-again" transfer plan.*
- *Richmond Division drivers celebrated Columbus Day with coffee-and-doughnuts, honoring not only the Italian explorer's feat in finding his way to the New World but to their own homing-in on the best safety record in AC Transit's history. The celebration-producing safety average, compiled during the previous month, was 18,601 miles per accident.*

UNITED APPEAL — These AC Transit departmental representatives will be providing fellow employees with information and pledge cards during the annual United Way of the Bay Area campaign starting November 1. This year's in-house goal-for-giving, according to Donna Pate, employee relations representative, has been set at 15% above last year's total of cash contributions and payroll-deduction pledges. United Way support is of particular importance this year, Pate says, because the economy and unemployment have increased aid requests at many United Way agencies while, at the same time, some such organizations have suffered serious funding cutbacks.

Cesare P. Angella of Maintenance and four retirees die

Cesare P. Angella, 61, who was a radio technician in Emeryville Division's Maintenance Department, died September 22 at the division. His span of service was 28 years.

Angella, whose home was in Concord, is survived by his widow, Viola, and two daughters, Sandra Niebuhr and Trish Ventura.

Orville E. Reeves, 80, who was a Seminary Division driver with about 14 years of experience when he retired in 1958, died September 20 in Hayward. Reeves had joined AC Transit's predecessor organization in 1944.

He is survived by his widow, Clara.

Helen Y. Arnot, 97, and retired for more than three decades, died September 6 in Oakland. She had been employed for 34 years as a PBX operator, always working the graveyard shift, at the time of her retirement in 1952. According to the records, it was the phasing-out of that shift, necessitating a change to more conventional working hours, that motivated Arnot's retirement. She had joined AC Transit's predecessor organization in 1918.

She is survived by a niece, Helen Minchin.

Robert R. Bartlett, 76, who was a driver at Emeryville Division when he retired in 1971 after 26 years of transit service, died October 4 at his home in the southern California community of Panorama.

He is survived by his widow, Florence.

Leroy E. Smith, 82, who had completed 46 years of transit service prior to his 1968 retirement, died October 7 in Oakland. He had joined Key System as a streetcar conductor in 1922, working subsequently as motorman, operator on one-man streetcars, and bus driver before becoming a supervisor at the Transbay Transit Terminal in San Francisco.

Smith's survivors include his widow Rubey, and two children, Richard Smith and Donna Fredrickson.

Bryan A. Key, 85, who had completed 36 years of transit service at the time of his retirement in 1962, died October 7 in Utah.

Key was a bus driver at Emeryville Division when he closed out his career. His employment dated from 1926, when he joined AC Transit's predecessor organization.

He is survived by his son, Bryan E. Key.

Actions of the Board

At a regular meeting September 8, the Board of Directors:

- Convened public hearing on application for federal capital improvement grant for purchase of buses.
- Approved 60-day extension of interim BART-to-BUS transfer fee schedule, on motion of Director Rinehart.
- Adopted resolution of recognition marking the retirement of California State Senator John W. Holmdahl, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting September 22, the Board of Directors:

- Approved travel of two management representatives to attend annual meeting of Transit Data Summaries Group, to be held November 16 - 18 in Denver; approved service adjustments on Lines K and R, effective December 5, 1982; authorized General Manager to executive contract with Glen Carroll Productions for film/slide project to be used in driver training; adopted policy regarding bus purchase specifications as they affect the bid-solicitation process, on motions of Director Nakadegawa.

* * *

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JOHN McDONNELL . . . . . Ward III
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Gary D. Ogg . . . . . Personnel Manager
Warren E. Robinson . . . Transportation Engineer
John W. Rose, Jr. . . . Affirmative Action Coordinator

9

At an adjourned regular meeting September 28, the Board of Directors:

- Adopted addendum to bus purchase contract with Neoplan, on motion of Director Nakadegawa.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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JAN 4 1983

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Coach carries Season's Greetings

Our 'Stockholders' Write

I wish to commend one of your drivers *(John Siedentopf)* for assistance I received.

I discovered my briefcase missing just after I debarked from a bus at the Hayward BART station. I promptly called AC Transit and was assured by the woman who answered that the bus I had ridden would return about an hour later. I ended up watching #91 buses for more than two hours, and Mr. Siedentopf was one of the drivers I questioned briefly as he passed on his rounds.

On his next turn into the BART station, he invited me to finish his run and return to the bus yard with him. There, he located the bus I had been on and checked in all possible locations.

Although the briefcase has not turned up, I feel grateful for his help, even to the point of dropping me at BART after our unsuccessful search. If there is a bonus or commendation for aid beyond the call of duty, please put Mr. Siedentopf in for one.

Paul Kleyman
San Francisco

* * *

This afternoon (Sunday) when I came home from work, I was very pleasantly surprised to encounter one of your very fine drivers *(LaWanda Payne),* who was kind to everyone. Without question, she was courteous and helpful to all who boarded.

Let's have more like her!

Dorothy Svenson
Oakland

Today, a bus driver *(Rodney D. Amey)* knocked at our door and handed my wife her wallet. She was dumbstruck. The wallet had been lying out in the street for six days without notice. We had looked everywhere and called the credit card companies. Everyone knows the feeling!

The bus travels very slowly in front of our house heading north because it is so steep at that point. The driver just happened to see the small purse lying there. Contents intact.

He should get the "Good Guy of the Week" award.

Ralph Bowman
El Cerrito

* * *

I am employed at a large facility in Fremont for developmentally disabled adults. Our 79 residents have begun to use AC Transit in their daily travel to and from school. I am dismayed to find that the only place a monthly transit pass can be purchased is in downtown Oakland. This creates a hardship for the many handicapped and elderly who depend solely on public transportation to function in society.

I urge you to consider establishing another place to purchase AC monthly passes in a central Alameda County location that is easily accessible to the people you serve.

Lynn M. Clifford
Fremont

(Ed. Note: Budget and staffing limitations (see Pg. 3) have so far prevented a program of off-site sales of that category of pass, though mail-order is a convenient alternative.)

General Manager sums up '82, Looks toward demands of '83

This past year has been a period of difficult, often painful decisions arrived at within a climate of major financial concern. I am very grateful to the Board of Directors, all employees, patrons, and supporters of the District for helping us toward the year's twin goals: keeping the quality and breadth of bus service consistent with high standards established over our two-decade history while dealing with the harsh funding facts of the 1980s.

The District gave top priority during the past 12 months to the continued trimming of operating expenses. An interdepartmental "Task Team", capitalizing on its members' long experience in matching service to rider needs, wrestled with the problem of bringing schedules in line with a limited operating budget.

One result, effectively implemented in April, was a service realignment plan involving 18 bus routes (about one-tenth of those operated by AC Transit). At the same time, other revisions of service, a new fare structure, and a revised transfer policy were put in effect to produce both dollar savings and increased revenues.

Another vital step toward a viable, stable financial base was a program to achieve maximum internal economies. This necessitated some painful decisions involving staffing, both operating and administrative. Our prospects for the coming months will continue to demand the high level of effort and support from within that has immeasurably aided our efforts and buoyed our spirits during 1982.

To all our supporters, both within AC Transit and in the communities we serve, our sincerest thanks and best wishes for a productive and peaceful 1983.

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Robert E. Nisbet
General Manager

Transit Terminal

New signs will aid in transbay bus use

Transbay bus patrons soon will be noting a new look in signs atop bus poles at the Transit Terminal in San Francisco. It will mark the first step in a broad plan to improve the quality of transit information at that key site.

Bus route signs at all stops in the Terminal are being replaced as of December with pole-top signs featuring a new, easier-to-read, more eye-catching format.

A second phase of the project, scheduled for early 1983, calls for installation of four-sided "Guide-A-Ride" information holders at each appropriate stop. These information modules — already tested and in use at other points within AC Transit's service area — will offer transbay travelers at point-of-boarding such information as scheduled departure times; route schematics; and helpful information applicable to using the buses in general, including fares, monthly passes, and miscellaneous "how to ride" tips.

The new system of signage within the San Francisco terminal is expected to reap benefits even beyond its initial aims of improving rider understanding and of easing the problem of updating information and announcing any changes in schedules or routes. The greater flexibility of the signage program opens the door, for instance, to providing point-of-boarding transit information to sightless patrons. Thus, the District is now looking into the feasibility of providing Braille data as one component of the "Guide-A-Ride" units.

AC Transit's own efforts to upgrade and revamp Transit Terminal signage will be followed in 1983 by a Regional Transit Association plan to further improve and increase the informational resources available to transbay travelers. The RTA program has two targets: improving in-terminal directional signage and installing a more effective information center at the site, dispensing service data relating to all public transit systems operating in or near the First & Mission facility.

Board schedules swearing-in ceremony

Four Directors elected by District voters on November 2 will be sworn-in January 12 during the Board's first meeting of 1983. Reclaiming Board seats are *Roy Nakadegawa,* Director-at-Large; *John McDonnell,* Ward 3; and *William J. Bettencourt,* Ward 4. *Linda Shepard,* Ward 5, will assume the seat vacated by *Jean Holmes,* who did not seek re-election.

The Cover **— As in many holidays past, AC Transit's special coach dressed in seasonal decor was very much a part of the East Bay's ecumenical November-December celebrations. November 26 saw the cheery coach roll into regular revenue service, and as December made its debut the colorful bus was pressed into community service to carry celebrants to Oakland's tree-lighting ceremony at Jack London Square. Skilled and willing hands of Maintenance Department personnel brought about the transformation from workaday public transit vehicle to festive fun coach. See Page 11 for examples of decorated buses from earlier years.**

Gilbert Mendoza (left) and Jim Pineda of Maintenance helped create this year's greeting-card-on-wheels.

Revitalization of bus fleet Continues with deliveries Of buses, transfer-issuers

Delivery of new coaches and installation of new equipment for transfer-issuance are taking place as part of AC Transit's program of keeping the bus fleet revitalized and modernized.

The status report on new bus arrivals shows that 123 Neoplans and Gilligs are expected to be delivered in the late November to late December period. The District earlier took delivery of 15 Flyers and part of the total Gillig order of 141 coaches.

New units for issuing AC Transit's "new look" transfers have been installed

NEW ARRIVAL — When Board and staff inspected a newly-delivered Neoplan, Director William Berk (above right) and Loren Ball, transportation manager, (above) gave particular attention to the behind-the-wheel viewpoint.

in buses operating out of Richmond Division, and similar work began in late-fall at Emeryville Division.

The new equipment dispenses transfers that riders can more easily understand and that drivers can more quickly and accurately scan for validation. Each transfer is usable on the date and until the time (one hour after issuance) printed clearly on its face.

Approximately 778 transfer machines (of a total order of 915) have been received for installation, with the balance due before the end of December.

Drivers' monthly safety goal met

Drivers at all divisions triumphed over an early spate of bad weather and the ordinary hazards of traffic and terrain to achieve the October safe-driving goal.

Newark Division's average of 40,887 miles per accident topped the month's standings, and Seminary Division followed with a score of 20,203 miles per mishap. Richmond Division's average was 14,764 miles per accident; Emeryville's was 13,367 miles per incident.

Safety bogey is 13,250 miles per accident.

October's overall service total was 2,658,646 miles.

Old fareboxes find home

Two surplus non-registering fareboxes are finding their way "back home" as a result of the latest cooperative efforts of AC Transit and the Bay Area Electric Railway Museum in Rio Vista. They are being installed within cars of the Key System collection of rolling stock faithfully restored by museum members to mint conditions.

The Railway Museum has several Key System streetcars, trains, and vintage buses within its extensive collection.

Safety and Security: Two AC Transit

Safety means cooperative, on-site efforts

An effective, dynamic safety program cannot be administered from behind a desk, believes AC Transit's new safety coordinator *Raymond Granaada,* who assumed the post November 1.

This activist approach means to Granaada that safety problems must be both spotted and solved before they occur — in the field. That requires, he says, the creation of a climate of constant safety awareness and cooperative, cross-departmental efforts in establishing and administering safeguards and solutions.

"I'm looking toward an active program of accident prevention — taking care of problems before they develop."

Granaada's new position (his predecessor was the late *Stan Pearce*) represents for him two big leaps: a geographic one — he is a native and life-long resident of Southern California — and one in size of employer (from the 80-coach San Bernardino County Transit System (OMNITRANS) to AC Transit, one of the largest public systems in the state).

He served as Director of Personnel and Safety for the 250-employee southland system, which he joined not long after receiving his BA degree in Political Science and Administration from University of California, Riverside.

Getting employees to address the problem of safety before accidents happen is a classic challenge: "There's a lot to be done," Granaada says.

For instance, regularly scheduled work-site "tail-gate meetings" may evolve to allow employees at all levels input, involvement, and active participation in spotting and solving actual and potential safety hazards.

"A program must be rooted in on-site awareness and follow-through," Granaada says, "The key factor lies in the field on a daily basis."

Using safety statistics to better advantage is another aim, made possible, Granaada sees, by AC Transit's increased computer capability. His approach would be to generate statistics that are more useful in the whole spectrum of safety — from driver training to pin-pointing places or conditions under which accidents are regularly occurring.

Yet another task he considers important is developing an emergency preparedness plan based on assuring the welfare of employees in any emergency situation — natural or man-made. The heart of this would be an easily followed document clearly outlining procedures to be followed in case of bomb threat, earthquake, fire or other emergency.

Granaada will continue to administer the long-standing safe-driving awards program (wherein individual drivers receive recognition for accumulated year-periods free of preventable accidents), as well as the divisional "monthly safety bogey" incentive system. Administratively, he reports to *Ozro D. Gould,* Risk Manager.

Viewing his job as very much a cooperative venture, he expects to be working closely with various departments and with all levels of supervision and management.

"I look forward to making my contribution," he concludes.

Raymond Granaada

unctions share similar goals

Security operates onboard, on street

AC Transit's riders are seeing more and more uniformed security and law enforcement personnel on District buses and on the streets.

"Security is becoming more visible to the riders in our community," says *Charles Lacy,* security coordinator, "and you better believe it'll be more visible to those few who insist on breaking the rules."

In addition to working with the private security firm employed by the District and with local law enforcement agencies to maintain an increased level of visibility, Lacy is fast developing the kinds of 'behind-the-scene' systems that will help combat recurring problems.

One major task planned for 1983: further refinement of programs which will enable the District to record and react to detailed information about the exact nature of problems on each and every route; to undertake statistical evaluations of "incident" occurrence reports, analyzing patterns of trouble spots; and, importantly, to identify in great detail the costs of on-street and internal security problems.

Then there are plans for further enhancement of the positive results yielded in a striking 1982 success story: the productive efforts of the relatively new 'United Bay Area Youth' — an offshoot of Oakland's 'Community Values Campaign' — which has seen young leaders of street groups become actively involved in discouraging vandalism and anti-social activities on the buses. The best measure of their success is in a definite dollar-saving reduction in Maintenance costs for keeping the buses shipshape.

Another problem the District, and in particular the security coordinator, is tackling is the number of complaints about smoking — including the smoking of marijuana — on buses.

Charles Lacy

"This is a tough question, because effective action to discourage this kind of law-breaking requires issuance of misdemeanor citations by peace officers."

"They're helping as much as they can," Lacy noted, "but we've been forced to study some ideas about broadening the powers of other public servants to include the issuance of these citations: that too would be a great help."

Additionally, of course, drivers, supervisors and security personnel have been stepping up their efforts to issue verbal warnings on the buses — and to eject those riders who refuse to comply with District bus-riding rules. And Lacy plans further advertisement of the fact that, with recent passage of a new California State Penal Code section, many activities (including smoking on board) are now infractions of law subject to penalties.

In a different area, AC Transit is leading a Regional Transit Association effort to develop an effective training film (and accompanying program) to help teach bus drivers and road supervisors how to anticipate controversies and defuse them before tempers get out of hand. The pilot training film is scheduled for completion in Spring, 1983.

(Continued on Page 8)

Driver praised for response in rider medical crisis

Quick action by an AC Transit bus driver which helped save a passenger's life has been recognized and commended by the Board of Directors.

Operator *William R. Benedict* was honored at the December 8 Board meeting with an official commendation for his "exemplary behavior" in time of crisis.

Benedict was operating his Line U-Pleasanton-Livermore bus during the morning commute from BART/Hayward on November 18 when he was informed a passenger was experiencing difficulty breathing.

Benedict looked back at the passenger and decided to detour his bus to Eden Hospital in Castro Valley. He delivered Everett Wise to the emergency room entrance, where doctors immediately put him on a respirator and life-saving drugs.

The Board commendation stated:

"Whereas, Mr. William R. Benedict has distinguished himself by exhibiting meritorious concern for a fellow citizen; and

WELL-DONE — W. R. Benedict receives congratulations from Board President Jean Holmes.

"Whereas, while in the normal course of duty as an AC Transit bus driver, on November 18, 1982, he responded without hesitation to a medical emergency on his bus by swiftly getting his passenger to professional assistance; and

"Whereas, it was later reported by hospital staff that his calm, competent reaction to the emergency apparently saved the passenger's life;

"Therefore, be it resolved that Mr. Benedict is hereby recognized and commended by the Board of Directors of the Alameda-Contra Costa Transit District for exemplary behavior on behalf of a fellow citizen."

Benedict, of Newark Division, joined AC Transit April 20, 1970.

Security requires wide effort

(Continued from Page 7)

"This is an area where there are no 'textbook' correct answers," Lacy says. "But training involving very realistic situations — the kinds of things drivers really run into every day — will help them recognize signals of impending danger".

Another high-priority item — protecting District personnel and property — will be heightened next year with the shift of Central Maintenance and Central Stores activities to new facilities in East Oakland and Hayward.

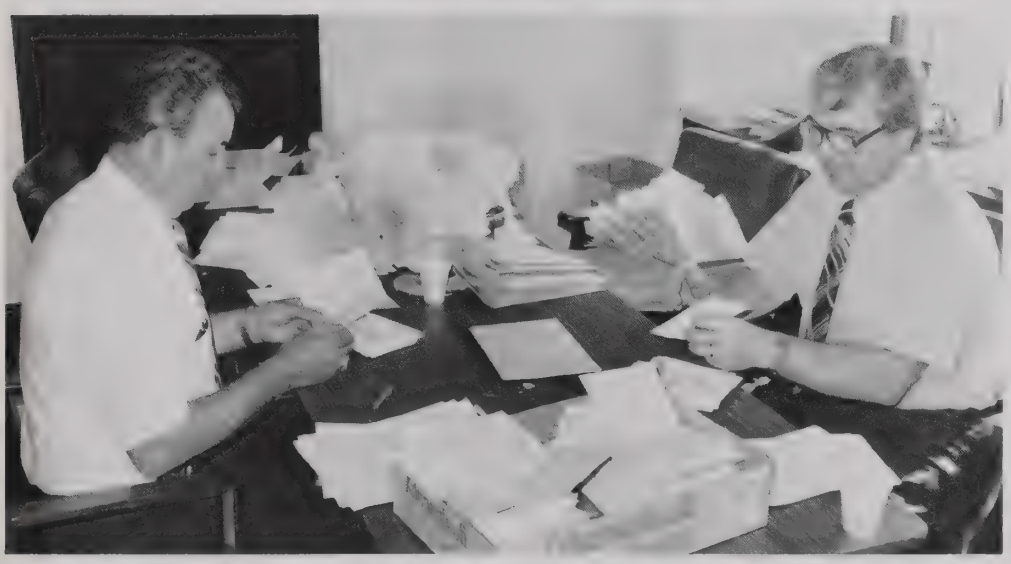
Promoting effective security on the buses and throughout the District is a rewarding task, according to the security coordinator:

"This District's level of commitment and effort requires constant attention to a great many details and constant, thorough evaluation," he says. "It gives us some gray hairs, but it's paying off."

NAVY SALUTE — AC Transit Director William E. Berk receives recognition from Captain Howard Venezia, commanding officer of the 1400-crew U.S.S. Hector, recently docked in Richmond. The "salute" was for special bus service helpful to all hands during the ship's visit.

FOCUS: Transit People and Projects

DISCUSSING TRANSIT — The last of the year's three open forums on area bus service, co-sponsored by AC Transit and the Fremont-Newark citizens' advisory committee, convened November 8. Those in attendance heard a summary of the results of a ridership attitudes survey, review of overall area ridership/revenue, and evaluation of Line 47 service inaugurated in September. Speaking at microphone (left) is one of the evening's citizen participants.

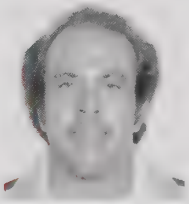


RAIL-TO-WHEELS SURVEY — Doyle Dewberry (left), Marketing, and Ted Reynolds, Research & Planning, go through some of the 25,000 questionnaires recently distributed to BART/Bus riders. Aim was to develop data leading to improvements in transfer procedures between the two systems. Evaluation is expected to be completed in January.

New Employees

Timothy Mielk
Maintenance
Seminary

David Rommelfanger
Maintenance
Seminary



Daniel Sheridan
Maintenance
Emeryville

District loses drivers As death claims four

Miguel Jose Araujo, 55, an Emeryville Division driver with 18 years of District service, died October 30 in Oakland. An Alameda resident, he is survived by his widow, Rosalie; son Michael; and two daughters, Michele McGarraugh and Donna Araujo.

Thomas O. Miettinen, 50, an AC Transit driver for 25 years, died November 10 in Hayward. He was assigned to Newark Division and resided in Fremont.

Miettinen is survived by his widow, Isabel, and son, Jerry B. Richmond.

Doreatha J. Haywood, 31, who had been a driver for nearly three years, died November 14 in Oakland. She had worked out of Seminary Division.

A resident of Oakland, she is survived by her husband, James, and two children, James, Jr., and Jasmine.

Loren W. Gardner, 60, a driver at Seminary Division who had completed 19 years of service, died November 18 in Minnesota. His home was in Hayward.

He is survived by his widow, Millicent.

Trail-blazer in transit marketing leaves legacy

Virginia Dennison

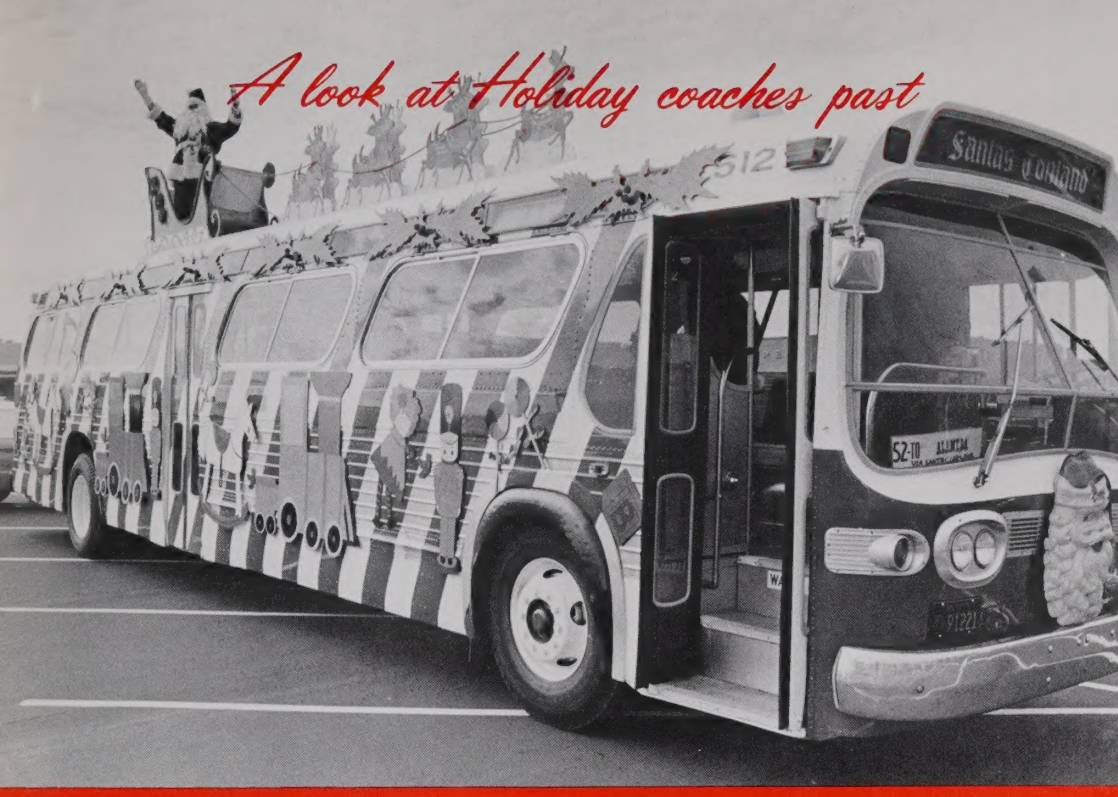
Following a one-of-a-kind midlife career — highlighted by pursuit of innovative, energetic approaches to promoting bus ridership — and a subsequent 4½-year retirement shadowed by serious illness, *Virginia B. Dennison,* 68, died October 29 in Oakland.

AC Transit's first Marketing Manager, Mrs. Dennison was also the industry's first female management executive. She was hired in 1960 to help promote the fledgling District, and her duties for many years included editing Transit-Times. She became Public Information Manager in 1970 and Marketing Manager in 1977.

Dennison and the District's late General Manager, Alan L. Bingham, are credited with pioneering such vigorous ridership promotion methods as multi-media advertising, door-to-door information campaigns, PBX customer information services, and wide-ranging publicity programs. Before joining AC Transit, she had been a Bay Area journalist for more than 20 years.

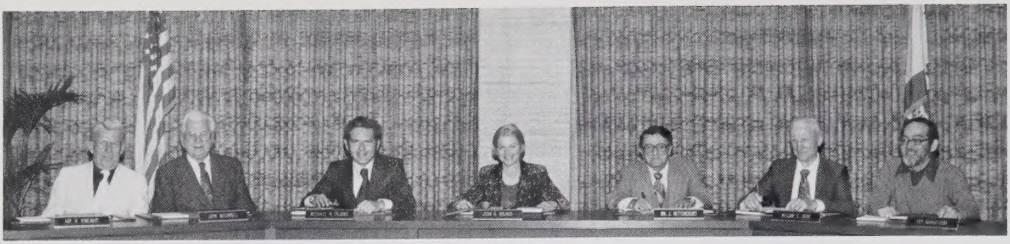
She is survived by her husband, Keith; two daughters, Sally Peterson and Jenny Papka; and grandchildren. She lived in Orinda.

A look at Holiday coaches past



Decor changes, but spirit stays the same

COACHES OF CHEER — In 1973 (above) AC Transit's "Toyland" coach and long-time, legendary Santa, Nicholas P. Alevizos, blazed a trail of good will for the 11th time in District history. In 1966 (right) multi-lingual greetings honored East Bay ethnic diversity. Christmas 1970's coach (below right) was a mobile "Santa's Workshop", while 1963's seasonal entry (below, left) was a giant, gift-wrapped present. Alevizos retired as Richmond Division superintendent in 1978 after 56 years of transit service! His first stint as a community Santa, he said, was in 1933.



Actions of the Board

At an adjourned regular meeting October 12, the Board of Directors:

- Scheduled hearing November 10 on grant budget revision for two-way radio equipment, on motion of Director Nakadegawa.
- Awarded contract to C. Overaa and Company for construction of employee parking structure and to Carl N. Swenson Company for renovation of stores building, new central maintenance facility, on motion of Director Rinehart.

At a regular meeting November 10, the Board of Directors:

- Convened public hearing on federal capital assistance grant revision.
- Authorized travel of one District representative to attend Department of Transportation Conference on Civil Rights in Washington, D.C., on December 5-7, on motion of Director Bettencourt.
- Accepted audit for Fiscal 1981-82, on motion of Director Rinehart.
- Authorized travel of Board of Directors to California Association of Publicly Owned Transit Systems meeting in Los Angeles on November 18-19, on motion of Director Bettencourt.

At an adjourned regular meeting November 23, the Board of Directors:

- Extended policy of charging one-half base fare for BART-to-Bus transfers through June 30, 1983, on motion of Director Fajans.
- Adopted resolutions transferring UMTA-funded equipment to Central Contra Costa Transit Authority, and establishing remuneration scale for Directors, on motions of Director Bettencourt.

Transit-Times

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